



PRESIDENTIAL COMMUNICATIONS OFFICE

CITIZEN'S CHARTER 2023



MANDATE 2023 - 2028

The Presidential Communications Office (PCO) shall serve as the primary office of the executive branch in engaging and involving the citizenry and the mass media in enriching the quality of public discourse on all matters of governance. It shall also be responsible in crafting, formulating, developing, enhancing, and coordinating the messaging system of the executive branch and the office of the president.

MISSION

- We provide accurate information, education and communications materials on government initiatives in partnership with key stakeholders.
- We effectively communicate and disseminate information regarding the policies, priority programs and projects of administration through appropriate media.
- We develop and manage the strategic communications of the president and the administration to ensure a whole-of-government approach through the implementation of unified messaging.

VISION

PCO is the lead communications arm of the government, and the primary source of the administration's messages for an informed and empowered citizenry.



SERVICE PLEDGE

As public servants, the PCO commits to embody:

Truthfulness: We commit ourselves to ensure that all information that reaches the Filipino people is based on factual data and resources.

Innovation: We believe that through continuous improvement of services and measures undertaken as an Agency, a more structured and efficient dissemination of information will redound to the benefit of the citizenry, especially those at the grassroots level.

Fairness: We pledge to be fair government communicators by taking an impartial and holistic approach in enlightening the Filipinos on truthful news and information.



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OFFICE OF THE SECRETARY

External Service

1. PROCESSING OF DOCUMENTS/REQUESTS

The Office of the Secretary receives documents/requests for communication support and other relevant action from other government agencies as well as from private organizations and the general public.

Office	Office of the Secretary (OSEC)	
Classification	Simple	
Type of Transaction	G2G (Government-to-Government), G2B (Government-to-Business), G2C (Government-to-Citizen)	
Who may avail	External Offices (Government and Private); Citizens	
Checklist of Requirements		Where to Secure
1. Letter Request (1 Original)		Requesting Party



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/request	1. Receive and log document/request and forward to the Head Executive Assistant (HEA)	None	1 hour	OSEC Records Officers
	2. Evaluate the document/request and farm out to concerned staff for appropriate facilitative action. If necessary, elevate to the Secretary for decision/approval.		7 hours	HEA Assigned OSEC Staff Secretary (if necessary)
	3. Provide feedback to the sender and/or refer to the concerned office for appropriate action.		2 days	HEA Assigned OSEC Staff Administrative Officer
TOTAL		None	Two (2) days and eight (8) hours	



Internal Service

1. PROCESSING OF DOCUMENTS/REQUESTS *(Internal)*

The Office of the Secretary receives documents/requests for action from different Offices of the PCO and its attached agencies.

Office	Office of the Secretary (OSEC)	
Classification	Simple	
Type of Transaction	G2G (Government-to-Government)	
Who may avail	Internal Offices (PCO and Attached Agencies)	
Checklist of Requirements		Where to Secure
1. Letter Request (1 Original)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/ requests	1. Receive and log document/ request and forward to HEA		1 hour	OSEC Records Officers
	2. Evaluate the document/ request and farm out to		7 hours	HEA



	concerned staff for appropriate facilitative action. If necessary, elevate to the Secretary for decision/ approval.	None	2 days	Assigned OSEC Staff Secretary (if necessary)
	3. Provide feedback to the sender and/or refer to the concerned office for onward appropriate action.			HEA Assigned OSEC Staff Administrative Officer
TOTAL		None	Two (2) days and eight (8) hours	



Office of the Undersecretary for Operations, Administration and Finance (OUOAF)

External Service

1. REQUEST FOR PAYMENT OF SUPPLIERS

The OUOAF prepares the Obligation Request and Status (ORS), Disbursement Voucher (DV) and Advice to Debit Account (ADA) for the payment of salaries and billings of suppliers on the goods and/or services they delivered that is in accordance with applicable policies, law, rules and regulations.

Office	Office of Operations, Administration and Finance	
Classification	Complex	
Type of Transaction	G2G (Government-to-Government)	
Who may avail	Supplier of goods and services	
Checklist of Requirements		Where to Secure
1. Billing Invoice/Statement of Account (1 original) 2. Inspection and Acceptance Report (1 original) 3. Delivery Receipt or its equivalent (1 original) 4. Procurement Documents (Purchase Orders/Notarized Contract, BAC Resolutions, Bid Documents, Market Analysis, Supplier's Quotations, Purchase Request, etc) stated in Commission on Audit Circular 2012-01 (1 original)		1. Supplier 2. End-User 3. Supplier 4. End-User 5. Supplier 6. Supplier



5. Company ID and Letter of Authority (1 photocopy) 6. Official Receipt	
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CLIENT STEP	PCO ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and signed requirements to the end-user	1. 1 Receive the documents from the supplier and ensure its completeness	None	5 minutes	End-User PCO Unit
	1. 2 Transmit the documents to the Budget Division		5 minutes	End-User PCO Unit
	1. 3 Receives the supporting documents from the end-user		2 minutes	Budget Staff Budget Division
	1. 4 Verify the completeness of the SDs		2 minutes	Budget Staff Budget Division
	1. 5 Prepare ORS		10 minutes	HRDD
	1. 6 Verifies availability of allotment from the Registry of Allotments, Obligations, and Disbursements (RAOD) and assign number to the		2 minutes	Budget Staff Budget Division



	ORS based on the control logbook maintained for the purpose and indicate the PAP, UACS Object Code and amount in the ORS			
	1. 7 Records the amount obligated in the Box C of the ORS		1 minutes	Budget Staff Budget Division
	1. 8 Forwards the ORs and SDs to the Chief, Budget Division		1 minutes	Budget Staff Budget Division
	1. 9 Reviews of the ORS and SDs. If not in order, returns the ORs and SDs to the Budget Staff for revision, if in order, signs the Box B of the ORs and forwards the same to the Budget Staff		2 minutes	Chief, Budget Division
	1. 10 Forwards the scanned of the ORS to the Administrative Officer V (Budget Officer III) for recording in the RAOD		1 minute	Budget Staff, Budget Division
	1. 11 Records the ORS in the RAOD		1 minute	Administrative Officer V, Budget Division



	1.12 Transmits the signed ORS and SDs to the Director for Administration and Finance for review of the ORS and signing of Box A		1 minute	Budget Staff, Budget Division
	1.13 Review the documents submitted for signature and transmit to Accounting Division		10 minutes	Director for Finance
	1.14 Check the completeness of the requirements for the preparation of the DV		2 minutes	Accounting Staff, Accounting Division
	1.15 Check the accuracy of amount build		2 minutes	Accounting Staff, Accounting Division
	1.16 Prepare the Disbursement Voucher		5 minutes	Accounting Staff, Accounting Division



	1.17 Transmit the Disbursement Voucher to the End-User to sign Box-A		1 minute	Accounting Staff, Accounting Division
	1.18 Return the signed Disbursement Voucher to the Accounting Division		10 minutes	End-User PCO Unit
	1.19 Endorse to the Accountant IV and Chief Accountant for review and signature		5 minutes	Accountant IV and Chief Accountant, Accounting Division
	1.20 Transmit to the Office of the Director for Finance for review		5 minutes	Accounting Staff
	1.21 Review and signing of DV and transmit to Cash Section for ADA		15 minutes	Executive Assistant III Director for Finance UOAF



	1.22 Receives Disbursement Voucher of salaries and approved obligation request and status with approved payroll report.		10 minutes	Admin Assistant III or IV, Cash Section
	1.23 Prepares check and List of Due and Demandable Accounts Payable-Advice to Debit Accounts (LDDAP-ADA)		10 minutes	Administrative Aide I and Disbursing Officer II, Cash Section
	1.24 Prepares Financial Data Entry (Findes) for salaries of employees based on payroll report in excel format with payroll deductions from Accounting Division.		1 day	Administrative Aide I, Disbursing Officer II or Administrative Officer I, Cash Section
	1.25 Reviews the amount of check, LDDAP-ADA and Findes against the payroll report.		2 hours	Administrative Assistant III or Administrative Assistant V, Cash Section
	1.26 Review and verify payment details.		20 minutes	Administrative Assistant III or Administrative Assistant V, Cash Section



	1.27 Reviews and signs the Advice of Check Issued and Canceled (ACIC) and LDDAP-ADA		10 minutes	Disbursing Officer II or Cashier III, Cash Section
	1.28 Submits to bank signatories the Advice of Check Issued and Canceled (ACIC) and LDDAP-ADA, approved DVs and payroll report.		15 minutes	Administrative Officer V, Cash Section
	1.29 Review and signing of ADA		4 hours	Executive Assistant III Director for Finance for amount Php500,000.00 below; UOAF for amount exceeding Php500,000.00
	1.30 Submits to the bank (LBP) the Advice of Check Issued and Canceled (ACIC) and LDDAP-ADA of salaries.		5 hours	Administrative Officer V, Cash Section



	1.31 Credited to the supplier's bank account/release check to the supplier, as the case may be.		1 day	Landbank of the Philippines
TOTAL		None	3 days, 5 hours, 35 minutes	

Internal Service

1. REQUEST FOR HIRING (CONTRACT OF SERVICE)

Processing of Hiring of Contract of Service based on the Office Order No. 21-16 Revised Policies and Guidelines on the hiring, renewal and termination of personnel under contracts of service, and other related thereto.

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All PCO Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1. Memorandum of Request (1 Electronic Copy)	Requesting Party
2. Approved Monthly Cash Program (1 Electronic Copy)	Requesting Party
3. Pertinent Documents of the person to be hired: (1 Electronic Copy) · Personal Data Sheet · One Copy of Diploma · One Copy of TOR · Training Certificates	Requesting Party
4. Certification of Availability of Funds (1 Copy)	Budget Division and Accounting Division

CLIENT STEP	PCO-ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party shall submit memorandum requesting for hiring to the OUOAF through email add	1.1 OUOAF will transmit to the Human Resource Development Division (HRDD) for their evaluation and recommendation		5 minutes	Administrative Officer of OUOAF



	1.2 HRDD will conduct review and prepare their recommendation and draft contract	None	2 working days	HRDD Officer
	1.3 HRDD will transmit their recommendation and the draft contract to the OUAF		5 minutes	HRDD Officer
	1.4 Conduct a review and endorse to the OUOAF for her signature.		10 minutes	Executive Assistant IV and ExecutiveAssistant II
	1.5 ODAF will sign the contracts and transmit back to HRDD.		5 minutes	Assistant Secretary for Administration
	1.6 HRDD to transmit the contract to requesting party for signature		5 minutes	HRDD
2. Requesting Party shall transmit back to HRDD the signed contract.	2.1 HRDD to file signed contract	None	30 minutes	HRDD



TOTAL	None	3 days, 5 hours, 35 minutes	
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2. REQUEST FOR HIRING OF IMMEDIATE SUPPORT STAFF (ISS) / COTERMINOUS

Processing of hiring ISS of the Key Officials of the PCO.

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All PCO Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Memorandum of Request (1 Electronic Copy)		Requesting Party	
2. Pertinent Documents of the person to be hired: (1 Electronic Copy) <ul style="list-style-type: none"> · PDS · Work Experience Sheet 		Requesting Party	



<ul style="list-style-type: none"> · Notarized SALN · Diploma · TOR · Certificates 	
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party Submit memorandum for hiring to the OUOAF	1.1 OUOAF will transmit to the HRDD for their evaluation and recommendation	None	5 minutes	OUOAF Records Officer
	1.2 HRDD to conduct review and prepare their recommendation and prepare appointment documents		1 day and 5 hours	HRDD Officer
	1.3. HRDD to transmit their recommendation and the draft appointment documents to OUOAF		5 minutes	HRDD Officer



	1.4 Conduct a review and endorse to the OUOAF for her signature.		10 minutes	Executive Assistant IV and Executive Assistant II
	1.5 OUOAF to transmit back to HRDD for endorsement to the requesting party		5 minutes	Assistant Secretary for Administration
	1.6 HRDD to transmit the appointment documents to the requesting party for signature		5 minutes	HRDD
2. Requesting Party shall transmit back to HRDD the signed appointment documents	2.1 HRDD to transmit the appointment documents to the Office of the Secretary for his signature.	None	1 day	HRDD Officer
	2.2 Transmit the appointment documents to the HRDD		5 minutes	OSec Records Officer
	2.3 HRDD to transmit the appointment documents to Civil Service Commission and provide a copy of the Request Party		5 minutes	HRDD Officer



TOTAL	None	2 Days, 5 Hours and 40 minutes	
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3. SIGNING OF THE SERVICE PROVIDER EXIT CLEARANCE FORM

Signing of Service Provider Exit Clearance Form of resigned and end of contract COS Personnel.

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All PCO Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Service Provider Exit Clearance Form (1 Original Copy)		Requesting Party	

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Requesting Party to send Service Provider Exit Clearance (SPEC) Form to OUOAF	1.1 Office of the Assistant Secretary for Administration to review the SPEC and endorse it to the OUOAF for her signature	None	1 day	Director for Administration Assistant Secretary for Administration
	1.2 OUOAF to transmit the signed SPEC to the HRDD and provide a copy to the Requesting Party		30 minutes	OUOAF Records Officer
TOTAL		None	1 day and 30 minutes	

4. ISSUANCE OF FOREIGN TRAVEL ORDER

Processing of the memorandum requesting for the issuance of Foreign Travel Order to the OUOAF.

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All PCO Offices



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum of Request (1 Electronic Copy)	Requesting Party
2. Pertinent Documents in support to the Foreign Travel: (1 Electronic Copy) <ul style="list-style-type: none"> • Invitation and Programme • Passport • Visa (if applicable) 	Requesting Party
3. Joint Certification (1 Electronic Copy)	Budget Division, Accounting Division and HRMDS

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party to send memorandum requesting for issuance of Foreign Travel Order (FTO) to OUOAF	1.1 OUOAF to transmit to the Special Administrative Concerns Office (SACO) for the evaluation and preparation of the FTO	None	30 minutes	OAF Records Officer
	1.2 OUOAF to transmit the signed SPEC to the HRDD a		30 minutes	OUOAF Records Officer



	provide a copy to the Requesting Party			
	1.3 OUOAF to endorse the FTO to the Usec for OAF's signature		2 hours	Director and Assistant Secretary for Administration
	1.4 OUOAF to release signed FTO to RMO for numbering		30 minutes	OUOAF Records Officer
	1.5 RMO to release the numbered FTO to the Requesting Party		1 hour and 5 minutes	Administrative Officer III Records Management Office
TOTAL		None	4 hours and 50 minutes	

5. SIGNING OF ITINERARIES OF TRAVEL AND TRAVEL LIQUIDATION REPORTS

Review of the travel liquidation documents to be approved by the OUOAF.

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance
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Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All PCO Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Travel Order (1 Electronic Copy)		Office of the Secretary	
2. Checked Itinerary of Travel (1 Electronic Copy)		Accounting Division	
3. Accomplishment Report (1 Electronic Copy)		Requesting Party	
4. Certificate of Travel (1 Electronic Copy)		Requesting Party	
5. Liquidation Report (1 Original Copy)		Requesting Party, OUOAF and Accounting	

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Memorandum from requesting party and	1.1 OUOAF to review the itinerary of travel and endorse	None	30 minutes	Executive Assistant III, OUOAF



accomplished Itinerary of Travel to OUOAF	it to the Usec. for OAF for her review and signature			
2. Submission of Accomplishment Report, Certificate of Travel and Liquidation	2.1 OUOAF to review and check if the requesting party submits the Accomplishment Report, Certificate of Travel and Liquidation report and will transmit to the Usec. for OAF released to the Accounting Division	None	1 day	Director and Assistant Secretary for Administration UOAF
	2.2 Liquidation report for signature of the Chief Accountant and will submit the documents to COA		5minutes	Accountant III, Accounting Division
TOTAL		None	1 day ad 35 minutes	

6. ISSUANCE OF SPECIAL ORDERS FOR TRAININGS

Processing of the memorandum requesting for the approval issuance of Special Order in attending training/s.



Office or Division:	Office of the Undersecretary for Operations, Administration and Finance	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All PCO Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Memorandum of Request (1 Electronic Copy)		Requesting Party
2. Approved Monthly Cash Program (1 Electronic Copy)		Requesting Party
3. Certification of Availability of Funds (1 Electronic Copy)		Accounting Division and Budget Division

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party shall submit the	1.1 OUOAF to conduct evaluation and endorse to the HRDD		30 minutes	OAF Records Officer



memorandum regarding the issuance of Special Order for training to OUOAF	1.2 HRDD to prepare the Special Order	None	1 hour and 15 minutes	HRDD
	1.3 HRDD to transmit to OUOAF the draft Special Order for the signature of the Usec. for OAF		1 hour	HRDD
	1.4 OUOAF will release the signed Special Order to the RMO for numbering and release		1 hour	OAF Records Officer
	1.5 RMO to release the Special Order to the Requesting Party		1 hour and 5 minutes	RMO
TOTAL		None	4 hours and 50 minutes	

7. ISSUANCE OF CERTIFICATE OF AVAILABILITY OF FUNDS (CAF) ON PURCHASE REQUEST (PR) AND MEMORANDUM - REQUEST (MR)



The issuance of CAF on PR/MR is a service jointly provided by the Budget Division, Accounting Division, and OUOAF upon receipt of the signed PR/MR from the end-user/requesting office in order to certify that funds have been duly appropriated/allotted in the General Appropriations Act (GAA) for the purpose of entering into a contract, and that the amount necessary to cover the proposed contract for the current fiscal year is available for expenditure.

Office or Division:	Budget Division; Accounting Division; and Office of the Undersecretary for Operations, Administration and Finance	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All PCO Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished PR or signed MR (1 Electronic copy)		Requesting Party
2. Approved PPMP/MCP (1 electronic copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submits Purchase Request / Memo Requesting for CAF	1.1 Receives the PR/MR from the end-user	None	1 minute	Budget Staff, BudgetDivision
	1.2 Verifies from the PPMP and MCP if the items requested are provided therein. If not, return the PR/MR to the end-user. If yes, forwards the PR/MR to the Chief, Budget Division		4 minutes	Budget Staff, BudgetDivision
	1.3 Signs under the "Certification as to Availability of Funds" in the PR/MR and forwards the PR/MR to the Budget Staff		2 minutes	Chief, BudgetDivision
	1.4 Records the PR/MR in the logbook and transmits the same to the Accounting Division for signature of the Chief Accountant.		1 minute	Budget Staff, Budget Division



	1.5 Check the PR/CAF against the appropriation/allotment and approve.		8 Minutes	Chief Accountant, Accounting Division
2. Claim the signed PR/CAF from the Accounting Division	2. 1 Release signed PR/CAF	None	2 Minutes	Accounting Personnel, Accounting Division
3. Transmit the memorandum/ CAF to OUOAF	3.1 OUOAF to evaluate and review the memorandum/ CAF then endorse to the Usec for AOF for her signature	None	1day	Director and Assistant Secretary for Administration Usec for OAF
	3.2 OUOAF to release the signed memorandum/ CAF to the Requesting Party		30 minutes	RMO OUOAF
TOTAL		None	1 day and 38 Minutes	

8. APPROVAL OF PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP) AND MONTHLY CASH PROGRAM (MCP)



Review and approve of the Project Procurement Management Plan and Monthly Cash Program of the various offices of the PCO.

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All PCO Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Proposed PPMP and MCP (1 Electronic Copy)		Requesting Party	
2. Justification and Supporting Documents on the proposed P/A/Ps (1 Electronic Copy)		Requesting Party	

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party shall transmit the	1.1 OUOAF to conduct review and evaluation on the proposed PPMP and MCP		1 day	Executive Assistant III Director and Assistant Secretary for Administration



Proposed PPMP and MCP to the OUOAF		None		Usec for OAF
	1.2 OUOAF will request clarification from the Requesting Party		30 minutes	Executive Assistant III Director and Assistant Secretary for Administration Usec for OAF
2.1 Transmittal of memorandum to the OUOAF	2.1 OUOAF to conduct review and evaluation on the additional documents and endorse to the Usec for OAF for her approval	None	5 hours	Executive Assistant III Director and Assistant Secretary for Administration Usec for OAF
	2.2 OUAF to transmit the approved MCP and PPMP to the Requesting Party and copy furnish the Budget Division		30 minutes	OAF Records Officer
TOTAL		None	1 day, 1 hour and 5 Minutes	

9. SIGNING OF BUDGET PREPARATIONS FORMS

Review and sign the Budget Preparations Forms.



Office or Division:	Office of the Undersecretary for Operations, Administration and Finance	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All PCO Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Budget Preparation (BP) Forms (1 Original Copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Budget Division to transmit the BP Form for signature of the Usec. for OAF	1.1 OUOAF to evaluate the BP Form and endorse to the Usec for OAF for her approval and signature	None	1 day	Executive Assistant III Director and Assistant Secretary for Administration Usec for OAF



	1.2 OUOAF to endorse the signed BP Forms to the Budget Division		30 minutes	OUOAF Records Officer
TOTAL		None	1 day and 30 minutes	

10. APPROVAL OF REALIGNMENT OF BUDGET

Review and approve the realignment request of various offices in the PCO

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All PCO Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Memorandum of Request (1 Electronic Copy)		Requesting Party	
Approved MCP and PPMP (1 Electronic Copy)		Requesting Party	



Revised MCP and PPMP (1 Electronic Copy)	Requesting Party
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party shall transmit the request for realignment PPMP and MCP to the OUOAF.	1.1 OUOAF to conduct review and evaluation on the proposed revised PPMP and MCP	None	30 minutes	Executive Assistant III
	1.2 OUOAF will request clarification from the Requesting Party		5 minutes	Executive Assistant III
2 Transmittal of memorandum to the OUOAF	2.1 OUOAF to conduct review and evaluation on the additional documents and endorse to the Usec for Administration and Finance for his approval	None	30 minutes	Executive Assistant III Director and Assistant Secretary for Administration Usec for OAF
	2.2 OUAF to transmit the approved revised MCP and		5 minutes	OUOAF Records Officer



	PPMP to the Requesting Party and copy furnish the Budget Division			
TOTAL		None	1 hour and 10 minutes	

11. PROCESS ON PREPARATION OF FIRST AND SUBSEQUENT SALARY FOR CONTRACT OF SERVICE (COS), COTERMINOUS, CONTRACTUAL, CASUAL, PERMANENT, AND TRANSFEREES

The processing of First Salaries for all newly hired employees and subsequent salaries can be processed upon the approval of Contract-Of-Service Agreement (for COS) and approved Appointment Papers for regular personnel.

Office or Division:	Office of the Undersecretary for Operations, Administration and Finance		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All PCO Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE
Newly hired personnel must submit the following documents within their first month of tenure: ¹			Requesting Party



<p>For newly appointed personnel holding Permanent, Coterminous, Contractual, or Casual status of employment, they must secure:</p> <ul style="list-style-type: none"> · Approved Daily Time Record (CS Form No. 48) (1 original copy) · Tax Identification Number (1 photocopy) · Landbank Account 	
<p>For newly hired Contract of Service (CoS) and Job Order (JO) personnel, they must secure:²</p> <ul style="list-style-type: none"> · Notarized Contract Agreement (1 original copy) · Approved Accomplishment Report (1 original copy or electronic copy) · Approved DTR (CS Form No. 48) (1 original copy) · Tax Identification Number · Landbank Account (1 photocopy) 	Requesting Party
<p>For Transferees (from one government office to another) personnel, they must secure:³</p> <ul style="list-style-type: none"> · Approved DTR (CS Form No. 48) (1 original copy) · Tax Identification Number · Landbank Account (1 photocopy) · Clearance Form from previous office (1 original copy) · BIR Form 2316 (Certificate of Compensation Payment/ Tax Withheld) (1 photocopy) · Certificate of Leave Balance (1 original copy) 	Requesting Party



Service Record (1 original copy)	
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and signed requirements to the HRDD;	1.1 Ensure completeness of the required documents for attachment of first salary.	None	5 minutes	Administrative Officer II, HRDD I Senior Administrative Assistant IV
	1.2 Prepare Obligation Request and Status (ORS) for First Salary;		10 minutes	Administrative Officer II (HRDD I) Senior Administrative Assistant IV
	1.3 Transmit the Obligation Request and Status (ORS) along with the documentary requirements to the Budget Division.		2 minutes	Administrative Officer II (HRMO I) Senior Administrative Assistant IV
	1.4 Receives the ORS and SDs from the HR		2 minutes	Budget Staff, Budget Division



	1.5 Verifies completeness of the SDs		2 minutes	Budget Staff, Budget Division
	1.6 Verifies availability of allotment from the Registry of Allotments, Obligations, and Disbursements (RAOD) and assign number to the ORS based on the control logbook maintained for the purpose and indicate the PAP, UACS Object Code and amount in the ORS		2 minutes	Budget Staff, Budget Division
	1.7 Records the amount obligated in the Box C of the ORS		1 minute	Budget Staff, Budget Division
	1.8 Forwards the ORS and SDs to the Chief, Budget Division		1 minute	Budget Staff, Budget Division
	1.9 Reviews the ORS and SDs. If not in order, returns the ORS and SDs to		2 minutes	Chief, Budget Division



	theBudget Staff for revision. If in order, signs the Box B of the ORS and forwards the same to the Budget Staff			
	1.10 Forwards the scanned copy of the ORS to the Administrative Officer V (Budget Officer III) for recording in the RAOD		1 minute	Budget Staff, Budget Division
	1.11 Records the ORS in the RAOD		1 minute	Administrative Officer V, Budget Division
	1.12 Transmits the signed ORS and SDs to the Director for Administration and Finance for review of the ORS and signing ofBox A		1 minute	Budget Staff, Budget Division
	1.13 Review the documents submitted for signature and transmit to Accounting Division		10 minutes	Assistant Secretary for Administration Director for Finance



	1.14 Check the completeness of the requirements for the preparation of the DV		2 minutes	Accounting Staff, Accounting Division
	1.15 Check the accuracy of the amount payable to the employee		1 day	Accounting Staff, Accounting Division
	1.16 Prepare the Disbursement Voucher		5 minutes	Accounting Staff, Accounting Division
	1.17 Transmit the Disbursement Voucher to HR to sign Box-A		1 minute	Accounting Staff, Accounting Division
	1.18 Return the signed Disbursement Voucher to the Accounting Division		5 minutes	Administrative Officer V (HRMO III)
	1.19 Endorse to the Accountant IV and Chief Accountant for review and signature		5 minutes	Accountant and Chief Accountant, Accounting Division



	1.20 Transmit to the Office of the Director for Admin and Finance for review		5 minutes	Accounting Staff
	1.21 Review and signing of DV and transmit to Cash Section for ADA		15 minutes	Director and Assistant Secretary for Administration USec for OAF
	1.22 Receives Disbursement Voucher of salaries and approved obligation request and status with approved payroll report.		10 minutes	Admin Assistant III or IV, Cash Section
	1.23 Prepares check and List of Due and Demandable Accounts Payable-Advice toDebit Accounts (LDDAP-ADA)		10 minutes	Administrative Aide I and Disbursing Officer II, Cash Section
	1.24 Prepares Financial DataEntry (Findes) for salaries of employees based on payroll report in excel		1 day	Administrative Aide I, Disbursing Officer II or



	format with payroll deductions from Accounting Division.			Administrative Officer I, Cash Section
	1.25 Reviews the amount of check, LDDAP- ADA and Findes against the payroll report.		2 hours	Administrative Assistant III or Administrative Assistant V, Cash Section
	1.26 Reviews the employee's name, LBP account number and amount of salary based on the payroll report excel file.		2 hours	Administrative Assistant III or Administrative Assistant V, Cash Section
	1.27 Reviews and signs the Advice of Check Issued and Cancelled (ACIC) and LDDAP-ADA		10 minutes	Disbursing Officer II or Cashier III ,Cash Section
	1.28 Submits to bank signatories the Advice of Check Issued and Cancelled (ACIC) and LDDAP-ADA, approved DVs and payroll report.		5 minutes	Administrative Officer V, Cash Section



	1.29 Review and signing of ADA		4 hours	Executive Assistant III Director for Admin and Finance for amount Php500,000.00 Below; Undersecretary for Admin and Finance for amount exceeding Php500,000.00
	1.30 Submits to the bank (LBP) the Advice of Check Issued and Cancelled (ACIC) and LDDAP-ADA of salaries.		4 hours	Administrative Officer V, Cash Section
	1.31 Credited to the employees' bank account/release check to the employee, as the case may be.		1 day	Landbank of the Philippines
TOTAL		None	4 days, 1 hour, and 53 minutes	



¹ For subsequent processing of payroll, only the DTR is required to be submitted.

² For subsequent processing of payroll, only the DTR and Accomplishment Report is required to be submitted.

³ For subsequent processing of payroll, only the DTR is required to be submitted.

Office of the Senior Undersecretary for Traditional Media and External Affairs

External Service

1. COVERAGE OF PRESIDENTIAL EVENTS

Office	Office of the Assistant Secretary for Media Accreditation and Relations	
Classification	Complex Transaction	
Type of Transaction	G2G (Government-to-Government), G2B (Government-to-Business), G2C (Government-to-Citizen)	
Who may avail	External Offices (Government and Private); Citizens	
Checklist of Requirements		Where to Secure
1. Letter of Assignment (LOA) Additional for Overseas Events 1. Copy of Passport 2. List of Equipment 3. Conforme		Requesting Party



CLIENT STEP	PCO ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Media company submits a LOA for their personnel upon receipt of Media Advisory	1.1. The OASMAR receives and evaluates the LOA;	None	20 minutes	Secretary
	1.2. The evaluated LOA is endorsed for appropriate action		30 minutes	Senior Undersecretary
	1.3. Upon approval, the OASMAR includes the assigned personnel of the media company into the Media List for submission to the Presidential Management Staff and the Presidential Security Group.		30 minutes	Assistant Secretary Director IV Media Accreditation and Relations Officer (MARO)



	1.4. After the acceptance of the aforementioned concerned offices, the OASMAR conducts relevant preparations such as issuance of coverage IDs /badges/ stickers, logistics planning, etc.			
TOTAL		None	One (1) hour and 20 minutes	

2. INTERVIEW REQUESTS TO THE PRESIDENT

Office	Office of the Senior Undersecretary for Traditional Media and External Affairs		
Classification	Simple Transaction		
Type of Transaction	G2B – Government to Business; G2G – Government to Government ; G2C – Government to Citizen		
Who may avail	Media entities and Academe		
Checklist of Requirements		Where to Secure	
1. The Letter request shall include the following:		To be provided by the requesting party	



<ul style="list-style-type: none"> • Type of interview (i.e., face-to-face, via Zoom, live, recorded, and the like); • Time, date, and location of the interview; • Proposed topics & questions; • Name and profile of the interviewer and the agency he/she is affiliated with; • Addressed to the President, copy furnish the PCO Office of the Secretary (OSec) and the Office of the Senior Undersecretary for Traditional Media and External Affairs (OSUTMEA) • Proposed airing time, date, frequency and medium • Portfolio of published articles and interviews of the interviewer and the agency 	
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CLIENT STEP	PCO ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party submits request to OSec and OSUTMEA	For vetting of the Office of Traditional Media concerned	None	2 to 3 working days	Office of Traditional Media concerned



	CSW for endorsement of the Senior Undersecretary to the Office of the Secretary for recommendation to the President			PCO Secretary Senior Undersecretary for Traditional Media and External Affairs
TOTAL		None	Five (5) working days	



Office of the Undersecretary for Digital Media Services (OUDMS)

Internal Service

1. REQUEST OF RESOURCE PERSONS FROM THE OUDMS

Request resource persons from the OUDMS to share knowledge and expertise about digital media campaigns and related topics.

Office	Office of the Undersecretary for Digital Media Services	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	Office of the Secretary and/or Communications Chief/Executive	
Checklist of Requirements		Where to Secure
Letter/Email Request <ul style="list-style-type: none">• Must include the nature of the activity/event that needs discussion about digital media campaigns.• Must be addressed to the PCO Secretary And copy furnished to the Undersecretaryfor Digital Media Services.		Requesting Party



CLIENT STEP	PCO ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter to the PCO Secretary and copy furnish the OUDMS	1.1 Evaluate the request; endorse for approval and further action of the Undersecretary for Digital Media Services.	None	3-5 working days	Executive Assistant Undersecretary for Digital Media Services
2. Approved requests will be acted upon. Draft speech and presentations.	2.1 Coordinate with the office/organizer in charge of the event.	None	1-2 working days	Executive Assistant Graphic Artists Undersecretary for Digital Media Services
	2.2 Attend and deliver the agreed speech and presentation.			
TOTAL		None	Seven (7) working days	



External Service

2. INFORMATION DISSEMINATION REQUEST

Request to disseminate information in support of the policies, programs, and projects of the Presidency, through various communication tools and platforms.

Office	Office of the Undersecretary for Digital Media Services	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	Executive Branch of the Government	
Checklist of Requirements		Where to Secure
Letter Request <ul style="list-style-type: none"> • Must include the nature of the information dissemination request (digital campaign support, sharing of content, cross-posting, etc.) • Must be addressed to the PCO Secretary And copy furnished to the Undersecretary for Digital Media Services. 		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO	PROCESSING	PERSON RESPONSIBLE
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		BE PAID	TIME	
1. Write a request letter to the PCO Secretary and copy furnish the OUDMS	1.1 Evaluate the request; endorse for approval of the Assistant Secretary of Digital Media And Communications and Assistant Secretary for Digital Media Asset.	None	1-2 working days	Writers Graphic Artists Directors
2. Once approved by the Assistant Secretary of Digital Media and Communications, the client coordinates with the Office of Assistant Secretary for Digital Asset for the sharing or the production of the information to be disseminated.	2.1 Coordination with the client on the sharing and production of the information to be disseminated.		3-5 working days	Writers /Graphic Artists /Directors Assistant Secretary of Digital Media and Communications Assistant Secretary for Digital Media Asset
TOTAL		None	Seven (7)	



		working days	
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3. DISSEMINATION OF OFFICIAL DOCUMENTS FROM THE MALACAÑANG RECORDS SECTION

Request to disseminate official issuances of the President, through various communication tools and platforms.

Office	Office of the Undersecretary for Digital Media Services		
Classification	Simple Transaction		
Type of Transaction	G2G - Government to Government		
Who may avail	Office of the President – Malacañang Records Office		
Checklist of Requirements		Where to Secure	
1. Letter/Email Request <ul style="list-style-type: none"> • Must include the nature of the information dissemination request (digital campaign support, sharing of content, cross-posting, etc.) • Must be addressed to the PCO Secretary And copy furnished to the Undersecretary for Digital Media Services. 		Requesting Party	

CLIENT STEP	PCO-OSEC ACTION	FEES TO	PROCESSING	PERSON RESPONSIBLE
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		BE PAID	TIME	
1. Write a request letter to the PCO Secretary and copy furnish the Undersecretary for Digital Media Service(ODMS) Send advance soft copies of issuances to ODMS thru email or Viber.	1.1 Evaluate the request; endorse for approval of the Assistant Secretary of Digital Media.	None	30 minutes	Graphic Artists /Directors Assistant Secretary for Digital Media Asset
2. Approve and/or give clearance on graphic layouts and posting to social media sites of Official Gazette	2.1 Disseminate the issuances		15 minutes	Executive Assistant III Director III Assistant Secretary for Digital Media Asset
TOTAL		None	45 minutes	



OFFICE OF THE UNDERSECRETARY FOR BROADCAST PRODUCTION

External Service

1. DEVELOPING, PLANNING AND EXECUTION OF LIVE EVENTS FOR BROADCAST

Office	Office of the Undersecretary for Broadcast Production	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	Office of the President, Presidential Communication Office	
Checklist of Requirements		Where to Secure
<ul style="list-style-type: none"> • Instructions from the Office of the President and other offices such as, but not limited to, Social Secretary's Office, Office of the Presidential Protocol • Instructions from the Secretary and/or any office under the PCO 		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1.1 Instructions Related to Broadcast Production Officials	1.1 Information is relayed to the production team for conceptualization	None	Within a week or two weeks or 1-3 months Depending on the type of the event	Office of Broadcast Production
	1.2 Broadcast Production Officials will present the proposal to the client			Office of Broadcast Production
2. Approval and comments on the submitted project/ event proposal	2.2 The proposal will be improved and the production planning and preparation of requirements will start			Office of Broadcast Production
	2.3 Conceptualize the specific details of the content of the event			Office of Broadcast Production
	2.4 Conveying the project/event information to the concerned offices through inter-agency coordination meetings			Office of Broadcast Production



	2.5 Identify the technical requirements based on the content of the event			Office of Broadcast Production
	2.6 Preparation of the budget proposal and submission to the client			Office of Broadcast Production
3. Approval and comments on the submitted budget proposal	3.1 Delegation of the tasks to the team, planning of the production schedule and physical set up			Office of Broadcast Production
	3.2 Execution of the live event			Office of Broadcast Production
TOTAL		None		



OFFICE OF THE UNDERSECRETARY FOR CONTENT PRODUCTION

External Service

1. ISSUANCE OF OFFICIAL PHOTO AND VIDEO

Process request: Request for Official Photo and Video

Office	Office of the Undersecretary for Content Production	
Classification	Simple Transaction	
Type of Transaction	Government to Government and Government to Private	
Who may avail	Officials, employees, and human resources of various agencies and private companies	
Checklist of Requirements		Where to Secure
1. Letter request/email message addressed to Usec. Gerald Baria		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. The requesting party shall submit request letter detailing the date and place of the event and specific material needed at least Three (3) working days before the set deadline to OUCP office or to presidentialcoverage@pco.gov.ph	1. Receive the document/ acknowledge the request in the email	None	2 Minutes	Director III or Presidential Staff Officer I
None	2. Seek the approval of the Undersecretary for the requested material, if it is for release		20 minutes	Director III
None	3. Provide the approved request letter to the assigned photographer of the event, cc support of IT support, for the retrieval of the copies of the requested materials		30 minutes	Director III
None	4. Retrieval of copies of the requested materials		1-3 days *depending on the request	PSO II



Acknowledgement receipt	5. Transmittal of copies of the retrieved content to be sent to the requesting party		5 minutes	Director III
TOTAL		None	3 days	

2. CONTENT PRODUCTION

Process request: Request for Content Collaboration

Office	Office of the Undersecretary for Content Production		
Classification	Simple Transaction		
Type of Transaction	G2G – Government to Government		
Who may avail	Various government offices		
Checklist of Requirements		Where to Secure	
3. Letter from the requesting office detailing their requirements		Requesting Party	
Approval of the Undersecretary for Content Production		OUCP	
Final Approval of the Secretary		OSEC	



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall submit request letter detailing their requirements, date, and venue of the events, at least three (3) working days before the set event to OUCP or to presidentialcoverage@pco.gov.ph	1. Receive the document/ acknowledge the request in the email	None	2 Minutes	Director III or Presidential Staff Officer I
None	2. Seek the approval of the Undersecretary regarding their request		10 minutes	Director III
3. Provide the complete details/ requirements needed thru coordination meeting	3. Set the coordination meeting		1 day	Director III and PSA
None	4. Endorse the approval of the Secretary, for legal purposes and issuance of DSA and Special Order		1-2 days	Director III



None	5. Identify the coverage team members to be assigned		10 minutes	Undersecretary
Acknowledgement receipt	6. Inform the requesting party.		5 minutes	Director III
TOTAL		None	3 days	

3 ASSIGNMENT OF COVERAGE TEAM MEMBERS

Process request: Request for Official Coverage

Office	Office of the Undersecretary for Content Production		
Classification	Simple Transaction		
Type of Transaction	G2G – Government to Government		
Who may avail	Officials, employees, and human resources of various agencies		
Checklist of Requirements		Where to Secure	
1. Letter from the requesting office detailing their requirements		Requesting Party	



2. Approval of the Undersecretary for Content Production	OUCP
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The requesting party shall submit request letter detailing their requirements, date, and venue of the events, at least three (3) working days before the set event to OUCP or to presidentialcoverage@pco.gov.ph</p> <p>However, in extreme justifiable cases to be substantiated in the request, such request must be submitted at least three (3) hours before, for events near Malacanang or one (1) day for outside Metro Manila.</p>	1. Receive the document/ acknowledge the request in the email	None	2 Minutes	Director III or Presidential Staff Officer I



2. None	2. Review the availability of the coverage team members, with reference to the previously approved and scheduled presidential events		5 minutes	Director III
3. None	3. Seek the approval of the Undersecretary regarding their request		10 minutes	Director III
4. None	4. Identify the coverage team members to be assigned		10 minutes	Undersecretary
5. Acknowledgement receipt	5. Inform the requesting party.		5 minutes	Director III
TOTAL		None	22 minutes	



General Services Division – Cash Section

Internal Service

1. PROCEDURES OF DISBURSEMENT THROUGH PETTY CASH

Process of disbursement of payables through petty cash

Office	Cash Section	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	Requesting Party from PCO	
Checklist of Requirements		Where to Secure
1. Approved Petty Cash Voucher (1 Original Copy)		Requesting Party
2. Supporting documents for reimbursement of expenses and/or liquidation of cash advance (1 Original Copy)		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Request Petty Cash Voucher (PCV) from Cash Section Office.	1.1 Releases the PCV to the Requesting Personnel	None	10 minutes	Administrative Assistant III, Cash Section
2. Accomplish the (box A) Requested by portion of PCV	2.1 Review the accomplish portion (box A) Requested by portion of PCV	None	5 minutes	Administrative Assistant V, Cash Section
3. Submits duly approved PCV sign by the authorized official to the Cashier.	3.1 Receives duly approved PCV sign by the authorized official from the requesting Personnel	None	5 minutes	Administrative Assistant V, Cash Section
4. Receives PCV for cash advance or reimbursement not exceeding P15,000.00 for each transaction then sign (box B) Cash Received Portion	4.1 Signs the Box B Paid by Portion of the PCV upon granting of the petty cash advance or reimbursement.	None	10 minutes	Administrative Assistant V, Cash Section



5. Attached the official receipt and other supporting documents upon liquidation of cash advances by the requesting personnel	5.1 Review the attached official receipt and other supporting documents upon liquidation of cash advances submitted by the requesting personnel	None	20 minutes	Cashier III, Cash Section
	5.2 Prepares the Report of the Paid Petty Cash Voucher (RPPCV) and maintains the Petty Cash Fund Records (PCFR) by the Accountable Officer to monitor the granting and utilization of fund		2 hours	Cashier III, Cash Section
	5.3 Replenish the PCF as soon as disbursement reaches at least 75% or as needed		30minutes	Cashier III, Cash Section
	5.4 Encash the amount replenished in the Landbank Of the Philippines		2 hours	Cashier III, Cash Section
TOTAL		None	Five (5) hours and 20 minutes	



General Services Division – Core

Internal Services

1. POSTPAID LINE APPLICATION AND RENEWAL/RETENTION

Process in application and renewal/retention of postpaid lines for PCO Officials and employees included in the Office Order 20-029.

Office	Cash Section	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees included in the current Office Order on the Issuance and use of Mobile phones	
Checklist of Requirements		Where to Secure
1. Postpaid line application/renewal form (1 soft copy) that contains: a. Details of Applicant; b. Details of Postpaid Subscription; c. Legal Basis;		General Services Division Office – Administrative Assistant V



d. Certificate of Available Funds; e. Recommendation; and f. Approval	
2. Monthly Cash Programs (MCP) highlighting the source of fund (1 soft copy)	General Services Division Office – Administrative Assistant V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with GSD personnel through GSD email at <a href="mailto:generalservice@pc
o.gov.ph">generalservice@pc o.gov.ph regarding the request for phone line application or renewal/retention.	1.1 Verify in the Office Order 20-029 if the requesting party is eligible to avail the requested plan 1.2 If verified eligible, the application form together with the MCP will be replied in email.	None	10 minutes	Administrative Assistant V General Services Division



<p>2. Fill out the application or renewal/retention form.</p> <p>2.1. Attach the MCP with a highlighted source of funds.</p> <p>2.2. Submit the application form with MCP to the Finance Cluster (Budget Division and Accounting Division) to ask for the certification as to availability of funds.</p>	<p>2.1 Review the attached MCP</p> <p>2.2 Certify if the requestee has available funds to avail the requested plan.</p>	<p>None</p>	<p>1 day</p>	<p>Chief Administrative Officer, Budget Division</p> <p>Chief Administrative Officer, Accounting Division</p>
PRESIDENTIAL COMMUNICATIONS OFFICE - CITIZEN'S CHARTER				PAGE 79



	3. Receive the application form with signed CAF from Budget Division and Accounting Division 3.1 Endorse to the GSD Chief for recommending approval.	None	4 hours	Administrative Assistant V, General Services Division Chief Administrative Officer, General Services Division
	4. Endorse to the OUOAF	None	1 day	OUOAF
	5. Submit all the requirements through email to the Service Provider.	None	10 minutes	Administrative Assistant V, General Services Division
	6. Receive the delivered mobile unit. 6.1 Endorse to the Property Section the received mobile unit.	None	15 minutes	Administrative Assistant V General Services Division
	7. Issue the Property Acknowledgement Receipt (PAR).	None	10 minutes	Property Officer II, Property and Supply Section



8. Signs the PAR to receive the mobile unit.	8.1 Release the Mobile Unit to the end-user.	None	10 minutes	Administrative Assistant V, General Services Division
TOTAL		None	2 days, 4 hours and 55 minutes	

2. LANDLINE APPLICATION

Process in landline application for PCO offices

Office	General Services Division			
Classification	Simple Transaction			
Type of Transaction	G2G - Government to Government			
Who may avail	PCO Officials and employees			
Checklist of Requirements			Where to Secure	
1. Memorandum regarding the application for landline (1 soft copy)			Requesting Party	



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the memorandum regarding the application for landline to GSD through GSD email at generalservice@pco.gov.ph.	1.1 Acknowledge receipt of the memorandum. 1.1 Endorse to the GSD Chief for recommending approval.	None	30 minutes	Administrative Assistant V General Services Division
	1.2 Endorse to the GSD Chief for recommending approval.	None	1 day	Administrative Assistant V General Services Division
	1.3 Endorse to the OUOAF for approval or disapproval of the application.		None	OUOAF
	1.4 Submit all the requirements through email to the Service Provider.		10 minutes	Administrative Assistant V General Services Division
TOTAL		None	1 day and 40 minutes	

3. RESERVATION OF CONFERENCE ROOM AND BOARD ROOM

Process in scheduling a reservation for the official use of conference room and board room



Office	General Services Division	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Conference Room Reservation Form		General Services Division Office – Administrative Assistant V

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an accomplished copy of the Conference Room Reservation Form to the GSD through	1. Acknowledge receipt of the form. 1.1. Endorse it to the Chief Administrative Officer of GSD for approval.	None	20 minutes	Administrative Assistant V, General Services Division Chief Administrative Officer, General Services Division



GSD email at generalservice @pco.gov.ph.	2. Once the reservation form is approved, the reservation will be in the GSD calendar and a confirmation message will be sent.	None	10 minutes	Administrative Assistant V General Services Division
TOTAL		None	30 minutes	



General Services Division – Maintenance Section

Internal Services

1. SERVICE REQUEST (MINOR)

Request for Repair and Maintenance Service.

Office	Maintenance Section	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Letter of request indicating the needed service or parts (1 original copy)		Requesting party
2. Purchase Request (PR) / Purchase Order (PO), if applicable		Maintenance and BAC-SEC



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party must file a service request (call, email, walk-in) at Maintenance Section or through don.du@pco.gov.ph	1. Receive the request personally or through call or email	None	10 minutes	Administrative Assistant II, Maintenance Section
	2. Review and evaluate the request	None	10 minutes	Engineer III, Maintenance Section
	3. Maintenance Staff will inform the technicians about the details of the concern and request	None	10 minutes	Administrative Assistant II, Maintenance Section
	4. A technician would assess the actual scenario of the problem	None	40 minutes	Administrative Assistant II, Maintenance Section



	<p>5. If the item/service requested is available, provide or deliver to the requesting party</p> <p>5.1 If spare parts for the requested item is not available, kindly refer to the charter for service requests with dependency</p>	None	1 Hour 40 minutes	<p>Maintenance Technician</p> <p>Janitor</p> <p>Security</p> <p>Maintenance Section</p>
6. Verify the completion of the job	6.1 Assist Client to verify completion	None	10 minutes	<p>Administrative Assistant II,</p> <p>Maintenance Section</p>
TOTAL		None	3 hours	



2. SERVICE REQUEST (MAJOR)

Request for Repair and Maintenance Services

Office	Maintenance Section	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
3. Letter of request indicating the needed service or parts (1 original copy)		Requesting party
4. Purchase Request (PR) / Purchase Order (PO), if applicable		Maintenance and BAC-SEC

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party must file a service request (call, email, walk-in) at	1.1 Receive the request personally or through call or email	None	10 minutes	Administrative Assistant II, Maintenance Section



Maintenance Section or through don.du@pco.gov.ph	1.2 Review and evaluate the request	None	10 minutes	Engineer III, Maintenance Section
2. The requesting party or office must submit a letter to the GSD Chief	2.1 Receive the letter of request	None	1 day	Administrative Assistant II, Maintenance Section
	3. The GSD Chief will review and evaluate the request	None	1 hour	GSD Chief General Services Division
	4. If the request is approved: The Maintenance Head will prepare a detailed plan	None	1 day 3 hours 40 minutes	Engineer III, Maintenance Section
	5. Maintenance Staff will inform the technicians about the details of the concern and request	None	10 minutes	Administrative Assistant II, Maintenance Section



	<p>6. If the item/service requested is available, provide or deliver to the requesting party</p> <p>If spare parts for the requested item is not available, kindly refer to the charter for service requests with dependency</p>	None	3 hours	<p>Maintenance Technician</p> <p>Janitor</p> <p>Security</p> <p>Maintenance Section</p>
7. Verify the completion of the job	7. Assist Client to verify completion	None	10 minutes	Administrative Assistant II, Maintenance Section
TOTAL		None	3 days	



General Services Division – Motorpool Section

Internal Service

1. VEHICLE REQUEST

Processing of Request for Motorpool Vehicle

Office	Maintenance Section	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Request for Motorpool Vehicle Form GSD- Mo-01/Rev01/2021 - Electronic or Hardcopy (1 Original Copy)		Motorpool Section

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Secure the Fillable Request Form at Motorpool Section	1.1 Download fillable form	None	10 Minutes	Administrative Assistant Motorpool Section
2. Fill out form: Part I. Request (to be filled by the requestor)	2. Receive the submitted accomplished form	None	10 Minutes	Administrative Assistant Motorpool Section
3. Submit to Motorpool Section via email or viber message	3. Acknowledging receipt of their request and print the request form	None	10 Minutes	Administrative Assistant Motorpool Section
4. For review and for dispatching of the vehicle request	4. Check the availability of the driver and vehicle; if no available inform the requester immediately	None	10 Minutes	Dispatcher Motorpool Section
5. Assignment of vehicle and driver	5. For approval of the request	None	15 Minutes	Supervisor II Motorpool Section
TOTAL		None	55 minutes	



General Services Division – Property and Supply Section

Internal Services

1. ISSUANCE OF PROPERTIES, EQUIPMENT AND COMMON-USE SUPPLIES

Issuance of Properties, Equipment and Common-Use Supplies shall be made upon the accomplished form of Supply Availability Form (SAI) and only if the requested item/s are included in the requesting office's Project Procurement Plan (PPMP). The supply officer will issue the Requisition and Issue Slip (RIS) and must be approved by the immediate supervisor of the requesting office.

Issuance of equipment and semi-expendable materials issued shall be made through the issuance of Property Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS) upon acquisition.

Office	Property and Supply Section (PSS) - General Services Division
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government
Who may avail	PCO Officials and employees



Checklist of Requirements	Where to Secure
1. Supply Availability Inquiry (SAI)- (1 original copy)	Supply Team – PSS (Office)
2. Customer Client Satisfaction Survey (CCSS) – (1 hardcopy/ google form)	Supply Team – PSS (Office or website)

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAI Form to inquire about the availability of equipment/ supplies and submit the same to PSS.	<p>1.0 Review if the submitted SAI is properly accomplished and signed.</p> <p>1.1 Check if the requested item is included in the Project Procurement Management Plan(PPMP).</p> <p>1.2 If not included in PPMP, it will be subject for procurement depending on the End-User.</p>	None	15 minutes	<p>Supply Officer Property and Supply Section</p> <p>Supply Officer Property and Supply Section</p> <p>Supply Office Property and Supply Section</p>



None	<p>2.0 Check if the requested item is available on-stock.</p> <p>2.1 If not available on- stock, subject for procurement. End-user will facilitate the preparation of Purchase Request (PR).</p> <p>2.2 If available, prepare the following documents:</p> <p>a. Requisition and Issue Slip (RIS) for the withdrawal of supplies;</p>	None	35 minutes	<p>Storekeeper</p> <p>Property and Supply Section</p> <p>Supply Officer</p> <p>Property and Supply Section</p>
None	<p>2.2 If available, prepare the following documents:</p> <p>a. Requisition and Issue Slip (RIS) for the withdrawal of supplies;</p> <p>b. Property Acknowledgement Receipt (PAR) for the requested</p>	None	30 minutes	<p>Supply Officer</p> <p>Property and Supply Section</p>



	property or equipment which acquisition cost of PHP15,000 and above;			
None	3.0 Endorse the RIS/PAR/ICS for signature of the End-User (must be a coterminous or regular employee).	None	10 minutes	Supply Officer/Property Officer Property and Supply Section
None	4.0 Endorse the RIS/PAR/ICS for signature of the Head of PSS.	None	10 minutes	Admin Officer Property and Supply Section
5. Claim the requested item at PSS.	5.1 Issue the item/s to End-User and provide a copy of RIS/PAR/ICS.	None	30 minutes	Supply Officer Property and Supply Section
6. Accomplish the Citizen/Client Satisfaction Survey (CCSS) in google forms or in a hard copy and submit to PSS	6.1 Review the submitted CCSS. Note: For CCSS answered in physical copy, review and encode to google forms.	None	10 minutes	Admin Staff Property and Supply Section



None	7.0 File the original copy of PAR/RIS/ICS to its designated folder. Note: Keep a copy of signed PAR/RIS/ICS for accounting and record purposes.	None	10 minutes	Admin Staff Property and Supply Section
TOTAL		None	2 hours	

2. INSPECTION AND ACCEPTANCE OF PROPERTIES, EQUIPMENT AND COMMON USE SUPPLIES

These processes apply to the Inspection and Acceptance of newly procured Common Use Supplies and Equipment (CSE) and Non-Common Use Supplies and Equipment (NCSE) delivered at PSS Warehouses/ Offices.

It shall be clearly documented and recorded by the PSS and the End-User ensuring the products or services provided by the supplier meet the certain standards of quality and technical specifications as indicated in the Purchase Order (P.O).

Office	Property and Supply Section (PSS) - General Services Division
Classification	Simple Transaction
Type of Transaction	G2G - Government to Government



Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Purchase Request (P.R.), Purchase Order (P.O.), or Contract If procured thru bidding, whichever is applicable - (1 original copy, 2 photocopies)		End-User or Procurement Division (if the PSS is the end user) – (Office)
2. Delivery Receipt (D.R.), Sales Invoice (S.I.) / Billing Statement - (1 original copy, 2 photocopies)		Supplier
3. Customer Client Satisfaction Survey (CCSS) – (1 hardcopy/ google form)		Supply Team – PSS (Office or website)

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon delivery, request inspection for newly delivered item/s by endorsing the PO/ Contract to the PSS Officer. (Office)	1.0 Examine the completeness of all procurement-related documents and/or other pertinent documents.	None	10 minutes	Supply Officer/ Property Officer Property and Supply Section



None	2.0 If documents are complete, prepare the Inspection and Acceptance Report(IAR). 2.1 If incomplete, return to End-User.	None	15 minutes	Supply Officer/ Property Officer Property and Supply Section
None	3.0 Compare the DR and SI to the P.O. with regards to quantity of the item/s. a. For partial delivery, DR must match the quantity of the delivered items. b. For complete delivery, SI must match with the P.O. with regards to the total quantity delivered.	None	15 minutes	Supply Officer/ Property Officer Property and Supply Section
None	4.0 Endorse the IAR for signature of the End-User 4.1 Endorse the signed IAR to the Head of PSS for signature.	None	10 minutes	Supply Officer/ Property Officer Property and Supply Section



None	<p>5.0 Conduct inspection together with the Inspection Team (PSS,COA, Accounting Division and GSD)</p> <p>5.1 Verify if the technical specifications of the delivered items match in the P.O.</p>	None	2 hours	<p>Inspection Team (representatives from the following offices)</p> <ul style="list-style-type: none"> - Property and Supply Section - COA - Accounting Division - General Services Division
6.0 Accomplish the Citizen/Client Satisfaction Survey (CCSS) in google forms or in a hard copy and submit to PSS.	<p>6.0 Review the submitted CCSS.</p> <p>Note: For CCSS answered in physical copy, review and encode to google forms.</p>	None	10 minutes	<p>Admin Staff</p> <p>Property and Supply Section</p>
None	7.0 Original P.O. with attached original IAR will be forwarded to Budget Division to issue Obligation Request Status(ORS).	None	10 minutes	<p>Property Officer</p> <p>Property and Supply Section</p> <p>Budget Officer, Budget Division</p>



None	8.0 Provide a photocopy for COA, and for filing.	None	10 minutes	Admin Staff Property and Supply Section
TOTAL		None	3 hours and 20 minutes	



General Services Division – Records Management Office

Internal Services

1. MAILING/DELIVERY OF DOCUMENTS

The service of Mailing/Delivery of Documents is rendered when a requesting office will disseminate a particular document outside the PCO and the document needed to be disseminated needs to be in physical form.

Office	Records Management Office	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Document/s for dissemination (1 original copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Send the document/s to the Records Management Office	1.1 Receive the document	None	5 minutes	Records Coordinator: Administrative Assistant I – III records@pco.gov.ph
	1.2 Record/log the document in the logbook and enter the details in the Records database through Google Sheet	None	10 minutes	Records Coordinators: Administrative Assistant – III
	1.3 Records Management Office Head to assign a messenger to deliver document	None	20 minutes	Records Proprietor: Administrative Officer V – Administrative Assistant III
	1.4 Messenger to fill out locator slip to be approved by the Records Management Office Head or OIC	None	20 minutes	Records Custodian: Administrative Aide
	1.5 Dispatch/mail the document through postal or courier service	None	8 hours	Administrative Assistant I



TOTAL	None	1 Day and 55 minutes	
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2. RECEIPT AND DISSEMINATION OF DOCUMENTS

This service is requested by an office for the RMO to receive documents for dissemination within the PCO. These documents are particularly for physical documents.

Office	Records Management Office		
Classification	Simple Transaction		
Type of Transaction	G2G - Government to Government		
Who may avail	PCO Officials and employees		
Checklist of Requirements		Where to Secure	
1. Document/s for dissemination (1 original copy)		Requesting Party	

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Send the Document/s to the Records Management Office through records@pco.gov.ph	1.1 Receive the document	None	5 minutes	Records Coordinators: Administrative Assistant I – III
	1.2 Identify the classification of the document	None	5 minutes	
	1.3 Record or log the document in the corresponding logbook	None	10 minutes	Records Custodian: Administrative Aide VI – Administrative Assistant I
	1.4 Release the document using release stamp for the signature of Records	None	30 minutes	Records Proprietor: Administrative Officer V – Administrative Assistant III
	1.5 Dispatch/mail the document through postal or courier service Management Office head or OIC	None	8 hours	Administrative Assistant I
	1.6 Reproduce physical copies of the document	None	15minutes	Records Custodian: Administrative Aide VI – Administrative Assistant I



	1.7 Disseminate/ route documents using routing slip	None	15minutes	Records Custodian: Administrative Aide VI – Administrative Assistant I
	1.8 Scan the document	None	5 minutes	
	1.9 Enter the details of the document/s in the Records database through Google Sheet	None	5 minutes	
	1.10 File hard copy	None	10 minutes	
TOTAL		None	1 hour and 40 minutes	

3. RECEIPT AND DISSEMINATION OF DOCUMENTS VIA EMAIL

This service is requested by an office for the RMO to receive documents for dissemination via email within the PCO. These documents are particularly for electronic documents.

Office	Records Management Office
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Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Document/s for dissemination (1 original copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the document/s to the Records Management Office via email through records@pco.gov.ph	1.1 Acknowledge that the document was received in the email	None	5 minutes	Records Coordinators :Administrative Assistant I – III
	1.2 Identify the classification of the document	None	5 minutes	
	1.3 Record or log the document in the corresponding logbook	None	10 minutes	Records Custodian: Administrative Aide VI – Administrative Assistant I



	1.4 Prepare for email- blasting	None	15 minutes	Records Proprietor: Administrative Officer V –Administrative Assistant III
	1.5 Email-blast the document	None	15 minutes	
	1.6 Enter the details of the document in the Records database through Google Sheet	None	5 minutes	Records Custodian: Administrative Aide VI – Administrative Assistant I
	1.7. Print a hardcopy of the document to be filed	None	10 minutes	
TOTAL		None	1 hour and 50 minutes	

4. RELEASING A COPY OF REQUESTED DOCUMENT/S

The Records Management Office handles different administrative issuances which some offices use as a reference. Thus, the RMO provides copies for those who requests soft copies of an administrative issuance

Office	Records Management Office
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Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Document/s for dissemination (1 original copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request for Copies of Records	1.1 Receiverrequest form and document	None	10 minutes	Records Coordinators: Administrative Assistant I – III records@pco.gov.ph
	1.2 Records Management Office Head will approve or disapprove. <i>For confidential or sensitive documents, the requester must secure the approval of</i>	None	3 hours	Records Management Office Head/Records Proprietor General Services Division Head



	<i>the Assistant Secretary for Administration through the General Services Division Chief.</i>			
	1.3 Records personnel will search for the requested document and reproduce a physical copy thereof.	None	30 minutes	Records Custodian: Administrative Aide VI– Administrative Assistant I
2. Requesting party must sign the “released to” portion of the request form upon receipt of the requested copy of issuance	2.1 Upon approval, the Records Management Office personnel will release the requested records via Email	None	20 minutes	Records Coordinators: Administrative Assistant I – III
	2.2 Records Management Office Personnel will file the request form and enter the details in the database.	None	10 minutes	Records Custodian :Administrative Aide VI – Administrative Assistant I
TOTAL		None	4 hours and 10 minutes	



5. ISSUANCE OF CONTROL NUMBER FOR LTO

The Records Management Office issues the control number of approved Local Travel Orders and are disseminated to concerned personnel.

Office	Records Management Office	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Approved Local Travel order (1 Electronic Copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send approved LTO to RMO via email through records@pco.gov.ph	1.1 Receive approved LTO and document	None	10 minutes	Records Coordinators: Administrative Assistant – III records@pco.gov.ph



	1.2 Issue a control number for the LTO	None	3 hours	Records Management Office Head/Records Proprietor
	1.3 Re-send to the requestor	None	30 minutes	Records Custodian :Administrative Aide VI - Administrative Assistant I
2. Requesting party must sign the "released to" portion of the request form upon receipt of the requested copy of issuance	2.1 Dissemination of LTO with control number	None	20minutes	Records Coordinators: Administrative Assistant – III
	2.2 File the LTO with control number	None	20minutes	Records Coordinators: Administrative Assistant – III
TOTAL		None	3 hours and 50 minutes	

6. ISSUANCE OF FTO AND FTA

The Records Management Office issues the control number of approved Foreign Travel Orders and Foreign Travel Authority, they are disseminated to the concerned personnel.



Office	Records Management Office	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Approved Foreign Travel Order and Foreign Travel Authority (1 Electronic Copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send approved FTO or FTA via email to RMO through records@pco.gov.ph	1.1 Receive approved FTO or FTA	None	10 minutes	Records Coordinators: Administrative Assistant - III
	1.2 Issue a control number with mark of certification for the FTO or FTA	None	3 hours	Records Custodian: Administrative Aide VI – Administrative Assistant I



	1.3 Release to the requestor the FTO or FTA with control number	None	30 minutes	Records Custodian: Administrative Aide VI – Administrative Assistant I
None	2.1 File the FTO and FTA with control number	None	20 minutes	Records Coordinators: Administrative Assistant – III
TOTAL		None	3 hours and 50 minutes	



General Services Division – Special Administrative Concerns Office

Internal Services

1. PREPARATION OF FOREIGN TRAVEL ORDER (FTO)

Foreign Travel Order (FTO) shall be issued to the officials and employees of PCO who will travel outside the country for official business.

Office	Special Administrative Concerns Office	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Letter request addressed to the Secretary, through the Office of the Undersecretary of Administration, Finance, and Freedom of Information detailing the nature and purpose of the official travel with recommendation from the immediate supervisor (1 photocopy)		Requesting Party



2. Invitation from concerned agency/organization (1 photocopy)	Immediate Supervisor of Requesting Party
3. Copy of the Memorandum designating Officer-in- Charge (1 photocopy)	Requesting Party
4. Certificate of Employment (1 photocopy)	Requesting Party
5. Joint Certification of Certificate of Availability of Funds, Certificate of Liquidated Cash Advance from Previous Travel, and Certificate of No Pending Administrative Case (1 photocopy)	Personnel Section
6. Photocopy of passport bio-page (1 photocopy)	Personnel Section

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall submit the completed documents to the Office of the Secretary, through the OUOAF, at least fifteen (15) working days before the date of departure. However, extremely justifiable cases to be substantiate in the request, such requests must be submitted at least seven (7) working	1. Receive the required documents and check for completeness.	None	25 minutes	Administrative Officer I or Administrative Officer II SACO



days before the date of departure. The OUAF-FOI shall transmit the				
None	Prepare the requested FTO if all required documents were given.	None	15 minutes	Officer-in-Charge, Senior Administrative Assistant IV, or Administrative Officer I SACO
None	3. Submit the draft FTO to the Office of Undersecretary of Administration, Finance, and Freedom of Information.	None	5 minutes	Administrative Officer I or Administrative Officer II SACO
TOTAL		None	45 minutes	



2. PREPARATION OF FOREIGN TRAVEL AUTHORITY (FTA)

Foreign Travel Authority (FTA) shall be issued to the officials and employees of PCOO who will travel outside the country on purely personal or private purposes.

Office	Special Administrative Concerns Office	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Letter request addressed to the Secretary, through the Office of the Undersecretary of Administration, Finance, and Freedom of Information detailing the nature and purpose of the official travel with recommendation from the immediate supervisor (1 photocopy)		Requesting Party
2. Invitation from concerned agency/organization (1 photocopy)		Immediate Supervisor of Requesting Party
3. Copy of the Memorandum designating Officer-in-Charge (1 photocopy)		Requesting Party
4. Certificate of Employment (1 photocopy)		Requesting Party



5. Joint Certification of Certificate of Availability of Funds, Certificate of Liquidated Cash Advance from Previous Travel, and Certificate of No Pending Administrative Case (1 photocopy)	Personnel Section
6. Photocopy of passport bio-page (1 photocopy)	Personnel Section

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party shall submit the completed documents to the Office of the Secretary, through the OUOAF, at least fifteen (15) working days before the date of departure. However, extremely justifiable cases to be substantiate in the request, such requests must be submitted at least seven (7) working days before the date of departure. The OUOAF shall transmit the	1. Receive the required documents and check for completeness.	None	25 minutes	Administrative Officer I or Administrative Officer II SACO



None	Prepare the requested FTA if all required documents were given.	None	15 minutes	Officer-in-Charge, Senior Administrative Assistant IV, or Administrative Officer I SACO
None	3. Submit the draft FTA to the Office of Undersecretary of Administration, Finance, and Freedom of Information.	None	5 minutes	Administrative Officer I or Administrative Officer II SACO
TOTAL		None	45 minutes	



3. ISSUANCE OF AIRLINE TICKET FOR OFFICIAL LOCAL OR INTERNATIONAL TRAVEL

Office	Special Administrative Concerns Office	
Classification	Simple Transaction	
Type of Transaction	G2G - Government to Government	
Who may avail	PCO Officials and employees	
Checklist of Requirements		Where to Secure
1. Approved Foreign Travel Order or Local Travel Order (1 photocopy)		Office of the Secretary, Records Management Office
2. Approved and filled out Booking Form (1 photocopy)		Office of the Secretary
3. Contract or Certificate of Employment* for Officials or employees who requested for flight booking for the first time (1 photocopy)		Personnel Section

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. The requesting party shall submit the Foreign Travel Order or Local Travel Order, Booking Form, and Contract or Certificate of Employment to the Office of the Secretary. The Office of the Secretary shall transmit the approved FTO or LTO, approved Booking Form, and Contract or Certificate of Employment to the Special Administrative Concerns Office.	<p>1. Receive the required documents and check for completeness.</p> <p>1.1 Check the booking form for the requested flights if available.</p> <p>1.2 Book flights based on the Booking Form of the Requesting Party.</p>	None	25 minutes	<p>Senior Administrative Assistant IV,</p> <p>Administrative Officer I, or</p> <p>Administrative Officer II</p> <p>SACO</p>
2. The requesting party shall check the flight details for accurateness. (SACO:pcoosaco@gmail.com)	2. Transmit the flight reservation details to the requesting party for approval.	None	20minutes	<p>Senior Administrative Assistant IV or</p> <p>Administrative Officer I</p> <p>SACO</p>
3. The requesting party shall inform SACO to issue the ticket. (SACO:pcoosaco@gmail.com)	3. Issue the air ticket to the requesting party.	None	7 minutes	<p>Senior Administrative Assistant IV or</p>



				Administrative Officer I SACO
None	4. Record and scan travel documents for record purposes.	None	7 minutes	Senior Administrative Assistant IV, Administrative Officer I, or Administrative Officer II SACO
TOTAL		None	59 minutes	



Freedom of Information – Project Management Office

External Services

1. FREEDOM OF INFORMATION (FOI) REQUEST (PHYSICAL)

Description of the Service: Pursuant to Section 3 of Executive Order No. 2, s. 2016 provides that every Filipino shall have access to information, official records, public records and to documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development, through standard or electronic means.

Office	Freedom of Information- Project Management Office (FOI-PMO)	
Classification	Highly Technical	
Type of Transaction	G2C - Government to Citizens	
Who may avail	Filipino Citizens	
Checklist of Requirements		Where to Secure
1. FOI Standard Request Form (1 Original Copy)		FOI Receiving Officer assigned at the Government Agency where the request was made



2. Valid Government Issued ID (1 Original Copy)	Requesting party
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor shall accomplish the FOI Standard Request Form and submit the same together with his or her Valid Government issued ID through physical lodging to the FOI Receiving Officer assigned at the government office concerned.	1. The FOI Receiving Officer (FRO) shall conduct his/her initial evaluation of the FOI request.	None	10 minutes	FOI Receiving Officer FOI-PMO
None	2. FRO to transmit the request to the FOI Decision Maker(FDM).	None	1 day	FOI Receiving Officer FOI-PMO
None	3. The FDM shall evaluate if the FOI request shall be APPROVED or DENIED.	None	13 working days, 7 hours, and 40 minutes (Standard Timeframe for	FOI Decision Maker FOI-PMO
None	4. The FDM shall transmit the decision to the FRO to inform the FOI			FOI Decision Maker FOI-PMO



	Requesting Party/ Requestor		Simple FOI Requests)	
None	5. The FRO shall inform the Requestor of the denial/approval of his/her request.		or Additional 20 working days for Complex FOI Requests	FOI Receiving Officer FOI-PMO
2. Pick-up the document subject of the request.	6. Transmit the subject document through the requestor's preferred medium.	None	10 minutes	FOI Receiving Officer FOI-PMO
TOTAL		None	15 working days for Simple FOI Requests 35 working days for Complex FOI Requests	

**Remarks:**

- Processing time is in accordance with E.O. No. 2, s 2016
- Corresponding fees may apply depending on the classification or volume of document requested

2. FREEDOM OF INFORMATION (FOI) REQUEST (ONLINE)

Description of the Service: *Pursuant to Section 3 of Executive Order No. 2, s. 2016 provides that every Filipino shall have access to information, official records, public records and to documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development, through standard or electronic means.*

Office	Freedom of Information- Project Management Office (FOI-PMO)	
Classification	Highly Technical	
Type of Transaction	G2C - Government to Citizens	
Who may avail	Filipino Citizens	
Checklist of Requirements		Where to Secure
1. FOI Request Form (1 Original Copy)		www.foi.gov.ph
2. Valid Government Issued ID (1 OriginalCopy)		Requesting party



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor shall accomplish the FOI Form and upload his or her Valid Government Issued ID at www.foi.gov.ph	1. The FOI Receiving Officer (FRO) shall conduct his/her initial evaluation of the FOI request.	None	10 minutes	FOI Receiving Officer FOI-PMO
None	2. FRO to transmit the request to the FOI Decision Maker (FDM).	None	1 day	FOI Receiving Officer FOI-PMO
None	3. The FDM shall evaluate if the FOI request shall be APPROVED or DENIED.	None	13 working days, 7 hours, and 50 minutes (Standard Timeframe for Simple FOI Requests) or Additional 20 working days for	FOI Decision Maker FOI-PMO



			Complex FOI Requests	
None	4. The FDM shall communicate the decision to the Requesting Party/ Requestor. Incase of approval, the document requested will automatically be transmitted to the requesting party through the eFOI portal.			FOI Decision Maker FOI-PMO
TOTAL		None	15 working days for Simple FOI Requests 35 working days for Complex FOI Requests	



Remarks:

- Processing time is in accordance with E.O. No. 2, s 2016
- Corresponding fees may apply depending on the classification or volume of document requested

3. VALIDATION OF THE ENHANCED FOI REQUIREMENTS

Yearly review of the set Enhanced FOI Requirements set by the Freedom of Information- Project Management Office submitted by the Agencies under the executive branch.

Office	Freedom of Information- Project Management Office (FOI-PMO)	
Classification	Highly Technical	
Type of Transaction	G2C - Government to Government	
Who may avail	Agencies under the Executive Branch:P NGAs, GOCCs, SUCs, and LWDs	
Checklist of Requirements		Where to Secure
1. FOI Reports (1 electronic copy)		FOI-PMO Office
2. Updated People's FOI Manual (1 electronic copy)		FOI-PMO Office
3. One-page FOI Manual (1 electronic copy)		FOI-PMO Office
4. Accomplished AID-FOI tool (1 electronic copy)		FOI-PMO Office



5. Functional FOI logo at the agency's website (1 electronic copy)	FOI-PMO Office
6. Accomplished Validation Form	http://bit.ly/2020FOIPBB

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the validation form and provide all required documents to the google sheet provided by the FOI-PMO	1. The Validation Officer shall perform thorough evaluation of the submitted FOR requirements. After thorough evaluation, the validating officer shall notify the Agency of their result.	None	25 calendar days	Validating Officer FOI-PMO
None	2. Once the requirements are approved, complete and no further revisions are required, a complete list of compliant agencies	None	5 days	Validating Officer FOI-PMO



	shall be transmitted to the AO25 Secretariat. Compliant government agencies shall receive a certificate of compliance for the current fiscal year will be released to the Agency.			
TOTAL		None	32 calendar days	

Remarks:

- Processing time is based on FOI Memorandum Circular FOI – MC No. 2, S. 2020

[https://www.foi.gov.ph/downloads/FOI Memorandum Circular No. 2 s. 2020.pdf](https://www.foi.gov.ph/downloads/FOI_Memorandum_Circular_No._2_s._2020.pdf)



4. FOI ORIENTATION WITH IMPLEMENTING AGENCIES UNDER THE EXECUTIVE BRANCH (NGAS, GOCCS, SUCS, AND LWDS)

Description of the Service: To capacitate agencies under the executive branch with the provisions set forth by the Executive Order No. 2 s. 2020 or the Freedom of Information Program (FOI).

Office	Freedom of Information- Project Management Office (FOI-PMO)	
Classification	Highly Technical	
Type of Transaction	G2C - Government to Government	
Who may avail	Agencies under the Executive Branch:P NGAs, GOCCs, SUCs, and LWDs	
Checklist of Requirements		Where to Secure
1. Invitation letter or accomplished the google form for Appointment schedule (1 electronic or original copy)		Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may send an invitation letter at foi.pco@gmail.com or register at bit.ly/foionline	1. The Compliance Monitoring Officer shall check the availability of the preferred schedule	None	6 days	Compliance Monitoring Officer



	and notify the requesting Agency of the confirmation of their request via email.			
2. Initiate video conferencing and send the link thereof to FOI- PMO officer at foi.pco@gmail.com	2. Attend the videoconferencing and conduct the orientation.	None	1 day	Compliance Monitoring Officer
TOTAL		None	7 calendar days	

5. CAPACITY-BUILDING ACTIVITIES FOR FOI STAKEHOLDERS

To orient the public with the provisions set forth by the Executive Order No. 2 s. 2020 or the Freedom of Information Program (FOI)

Office	Freedom of Information- Project Management Office (FOI-PMO)
Classification	Highly Technical
Type of Transaction	G2C - Government to Government
Who may avail	Agencies under the Executive Branch:P NGAs, GOCCs, SUCs, and LWDs



Checklist of Requirements	Where to Secure
2. Invitation letter or accomplished the google form for Appointment schedule (1 electronic or original copy)	Requesting Party

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may send an invitation letter, physically at FOI-PMO, by mail, or electronically through email address atfoi.pco@gmail.com	1. The Email Administrator shall forward the invitation letter to the concerned division.	None	2 working days	Email Administrator FOI
None	2. The concerned division shall secure approval from their Division Chief and the Head of the office.	None	2 working days	Head of the Concerned Division
None	3. Once approval is secured, the concerned division shall finalize the details with the requesting stakeholder.	None	1 working day	Training Officer of the Concerned Division



None	4. After finalizing all the details, the concerned division shall prepare all necessary logistics and coordination before the orientation/event.	None	2 working days	Training Officer of the Concerned Division
TOTAL		None	7 working days	



Procurement Division

External Service

1. ADDRESS CLARIFICATIONS AND INQUIRIES

Providing information and clarification on the process of bidding, the eligibility requirements, technical and legal documents, financial documents, and the Technical Specifications and other terms and conditions in the Philippine Bidding Documents of a published procurement project of the PCO.

Office	Procurement Division	
Classification	Simple	
Type of Transaction	G2C - Government to Government; G2B - Government to Business; G2C - Government to Citizen	
Who may avail	Bidders, Prospective Bidders, Suppliers, Consultants, Other Government Agencies, Non-Government Organizations, Observers, and the General Public	
Checklist of Requirements		Where to Secure
1. Email request / clarification		Requesting Party



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall send their request for clarification or inquiries to the Procurement Division (BAC Secretariat) via email at bac1@pco.gov.ph	1. Procurement Division shall acknowledge receipt of email and review requests.	None	5 minutes	Procurement Division staff
None	2. For general inquiry, the Procurement Division staff shall draft a reply and endorse it to the Admin Officer IV for review.	None	15 minutes	Procurement Division staff
None	3. If the request for clarification pertains to an on-going or active bidding opportunity and still falls within the timeframe for clarifications as provided for in the procurement rules, the same shall be forwarded to the Admin Officer V for evaluation.	None	15 minutes	Procurement Division staff



None	4. For general inquiry, the Admin Officer IV review, makes necessary revision, finalize, and send out thereply. <i>End of Process.</i>	None	15 minutes	Procurement Division staff
None	5. For clarification on ongoing procurement, the Admin Officer V shall draft the corresponding Supplemental/ Bid Bulletin and endorse to the Supervising Admin Officer for final review.	None	45 minutes	Procurement Division staff
None	6. Supervising Admin Officer shall review and make the necessary revision, if needed, then endorse to the BAC Secretariat Head for approval (release of draft)	None	20 minutes	Procurement Division staff
None	7. The Procurement Division Staff shall route the Supplemental/Bid Bulletin for	None	3 hours	Procurement Division staff



	Signature of the End-User and the BAC Chairperson.			
None	8. The Admin Officer IV shall post the digital copy of the Supplemental/Bid Bulletin In PhilGEPS, PCO website, and a conspicuous place within the premises of the PCO.	None	30 minutes	Procurement Division staff
None	9. The Procurement Division Staff shall inform the client of the newly posted Supplemental/ Bid Bulletin Subject of their clarification/s/ inquiry.	None	5 minutes	Procurement Division staff
TOTAL	For General Inquiry	None	35 minutes	
For Project Specific Inquiry			5 hours	



Procurement Division

Internal Services

1. REQUEST FOR PURCHASE REQUEST (PR) NUMBER

Initial review and verification on the completeness of the submitted procurement documents and issuance of a Purchase Request Number to the requesting party.

Office	Procurement Division	
Classification	Simple	
Type of Transaction	G2C - Government to Government	
Who may avail	Bidders, Prospective Bidders, Suppliers, Consultants, Other Government Agencies, Non-Government Organizations, Observers, and the General Public	
Checklist of Requirements		Where to Secure
For Procurement under RA No. 9184: 1. Purchase Request 2. Market Study with supporting documents		For Procurement under RA No. 9184: 1. Requesting Party/End-User Unit 2. Requesting Party/End-User Unit



3. Project Procurement Management Plan 4. Annual Procurement Plan For expenses where PR is required in compliance with accounting rules: 1. Purchase Request 2. Monthly Cash Program	3. Requesting Party/End-User Unit 4. Latest version – PCOO Website (transparencyseal) For expenses where PR is required in compliance with accounting rules: 1. Requesting Party/End-User Unit 2. Requesting Party/End-User Unit
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-User unit shall endorse the Purchase Request (PR) with complete supporting documents to procurement@pco.gov.ph or in-person via routing slip	1.1 Receive and review of the PR and attachments. Verification of completeness of the supporting documents. <i>Incomplete documents shall be returned to the End-User unit.</i>	None	10 minutes	Procurement Division staff
None	1.2 Encode the project in the PR database then assign a number as requested.	None	5 minutes	Procurement Division staff



2. Indicate The Number In the PurchaseRequest.	2.1 Release the PR number to the End-User Unit.	None	5 minutes	Procurement Division staff
TOTAL		None	35 minutes	

2. REQUESTS FOR RESPONSE/ANSWERS TO PROCUREMENT-RELATED QUERIES

Providing guidance to internal clients of the Procurement Division regarding the procurement process, procurement documents, and the provisions of Republic Act No.9184 and its 2016 Revised Implementing Rules and Regulations.

Office	Procurement Division		
Classification	Simple		
Type of Transaction	G2C - Government to Government		
Who may avail	PCO End-User units		
Checklist of Requirements		Where to Secure	
1. Email Inquiry or Memorandum with Routing Slip		1. End-User Unit or requesting party	



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-User unit or PCOO employee shall send their procurement related queries to the Procurement Division via email at procurement@pco.gov.ph or via routing slip.	1.1 Acknowledge receipt of the email / stamp receipt of routing slip.	None	3 minutes	Procurement Division staff
None	1.2 Review the inquiry and draft an answer in accordance with the existing procurement rules.	None	30 minutes	Procurement Division staff
	1.3 The Admin Officer IV shall review the draft, make the necessary revisions, if any, then endorse to the Admin Officer V for approval. If the inquiry is complicated, the Admin Officer IV shall endorse the draft reply to the	None	15 minutes	Procurement Division staff



	Senior Admin Officer for review and approval.			
	Send the official reply to the requesting party thru email or endorse via routing slip.	None	2 minutes	Procurement Division staff
TOTAL		None	55 minutes	



Budget Division

Internal Service

1. PREPARATION AND SUBMISSION OF BUDGETARY REPORTS

This service is being provided by the Budget Division to the PCO Management and various operating units, as part of our core functions concerning budget execution and reporting. Budgetary reports being referred to here include the monthly Status of Funds and Expense Reports as requested by the Management and certain offices such as the FOI-PMO, the reports on the EME balance of the PCOO officials, the monthly Budget Dashboards being regularly released to all offices not later than five (5) working days after the end of every following month, and other interim budgetary reports detailing the breakdown of certain objects of expenditures, as the need arises.

These reports help the PCO Management and the offices/units concerned in making informed decisions and data-driven actions with regard to financial performance, and the timely and efficient implementation of the agency's programs, projects and activities.

Office	Budget Division
Classification	Complex
Type of Transaction	G2G - Government to Government



Who may avail	PCO Management/Officials, particularly the Undersecretary for Operations, Administration and Finance, and Assistant Secretary/ Director of Finance	
Checklist of Requirements		Where to Secure
1. Duly signed memorandum or official e-mail from the office/unit requesting for the budgetary report		To be prepared by the requesting office/unit
2. Necessary supporting document/s, if any, depending on the type/nature of report being requested (e.g., disbursement plan)		To be prepared by the requesting office/unit

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends are quest to the Budget Division for the preparation and submission of budgetary reports	1. Receives the request from the office/unit concerned	None	1 minute	Budget Staff
None	2. Prepares the requested budgetary report (e.g., Status of Funds Report, other interim budgetary reports, etc.) by consolidating and reconciling data from these documents	None	5-10 minutes	Budget Staff



	<p>being prepared and/or kept by the Budget Division:</p> <ul style="list-style-type: none"> a. Working papers b. Registry of Allotment, Obligation and Disbursement (RAOD) c. Advice to Debit Account (ADA) d. Report of Checks Issued (RCI) e. Financial Accountability Report (FAR) 1 f. FAR 1A g. FAR 1B h. FAR 3 i. FAR 4 j. Modification Advice Form (MAF) 			
None	3. Forwards the draft budgetary report to the Chief, Budget Division for review and signature/approval	None	1 minute	Budget Staff



None	4. Reviews the draft budgetary report. If not in order, returns to the Budget Staff for adjustment and revision. If found in order, signs/approves the budgetary report and forwards to Budget Staff for submission to the requesting office/unit.	None	3-7 minutes	Chief, Budget Division
2. Receives the requested budgetary report, as signed/ approved by the Chief of the Budget Division	5. Records the budgetary report in the logbook and submits the same to the requesting office/unit	None	1 minute	Budget Staff
TOTAL		None	20 minutes	

2. PREPARATION OF OBLIGATION REQUEST AND STATUS (ORS) AND CERTIFICATION OF AVAILABILITY OF ALLOTMENT AND OBLIGATIONS INCURRED THEREIN

Per the COA's Government Accounting Manual for National Government Agencies, the incurrence of obligations shall be made through the issuance of ORS, as supported by valid claim documents like vouchers, payrolls, purchase/job orders, itinerary of travel, etc. from the originating/implementing office or unit. The Head of the Budget Division shall certify to the availability of allotment and such is duly obligated by signing in Section B of the ORS.



For this purpose, obligation is defined as a commitment by the government agency arising from an act of a duly authorized official which binds the government to the immediate or eventual payment of a sum or money. The agency is authorized to incur obligations only in the performance of activities which are in pursuit of its functions and program authorized in appropriations acts/laws within the limit of the allotment released by the DBM.

Office	Budget Division	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	All PCO Offices/Units	
Checklist of Requirements		Where to Secure
1. Accomplished ORS (for payroll and other employee's benefits, communication expenses, janitorial services, security services, utilities and remittance to GSIS, Pag-IBIG and PhilHealth)		GSD, Personnel Section and Accounting Division
2. Original and/or certified true copy of supporting documents depending on the nature of transaction, based on COA Circular 2012-001 (Prescribing the Revised Guidelines and		To be prepared by the requesting unit



Documentary Requirements for Common Government Transactions)	
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits claims with supporting documents (SDs) * together with ORS (only for payroll and other employee's benefits, communication expenses, janitorial services, security services, utilities and remittance to GSIS, Pag-IBIG and PhilHealth)	1. Receives the ORS (as applicable) and SDs from the requesting unit * Prepare the ORS (for transactions other than those for payroll and other employee's benefits, communication expenses, janitorial services, security services, utilities and remittance to GSIS, Pag-IBIG and PhilHealth)	None	2-4 minutes	Budget Staff
None	2. Verifies completeness of SDs. If not complete, returns the same to the requesting unit. If complete, records the ORS	None	2 minutes	Budget Staff



	and SDs in the logbook maintained for the purpose			
None	3. Verify Availability of allotment from the Registry of Allotments, Obligations and Disbursements (RAOD). If Allotment is not available, returns the ORS to the requesting office. If allotment is available, assigns number to the ORS based on the control logbook maintained for the purpose and indicate the PAP,UACS Object Code and amount in theORS	None	2 minutes	Budget Staff
None	4. Records the amount obligated in the Box C of the ORS	None	1 minute	Budget Staff
None	5. Forwards theORS and SDs to the Chief, Budget Division	None	1 minute	Budget Staff



None	6. Reviews the ORS and SDs. If not in order, returns the ORS and SDs to the Budget Staff for revision. If in order, signs the Box B of the ORS and forwards the same to the Budget Staff	None	2 minutes	Chief, Budget Division
2. Checks/ monitors the status of the ORS processed in the online Finance monitoring tool	7. Transmits the signed ORS and SDs to the Assistant Secretary/Director for Administration for review of the ORS and signing of Box A	None	1 minute	Budget Staff
None	8. Forwards the scanned copy of the ORS to the Administrative Officer V (Budget Officer III) for recording in the RAOD	None	1 minute	Budget Staff
None	9. Records the ORS in the RAOD	None	1 minute	Administrative Officer V (Budget Officer III)
TOTAL		None	15 minutes	



Note: The Budget Division should transmit ORS and SDs received before 4:00 p.m. to the Office of the Assistant Secretary/Director for Administration within the day. ORS and SDs received after 4:00 p.m. will be transmitted to the said office the following working day.

3. CERTIFICATION OF AVAILABILITY OF FUNDS (CAF) IN PURCHASE REQUEST (PR) AND MEMO REQUEST (MR)

Pursuant to the pertinent provisions of the annual General Appropriations Act (GAA), no obligations chargeable against any authorized allotment shall be incurred by any government agency, without first securing a CAF for the purpose, subject to Section 40, Chapter 5 and Section 58, Chapter 7, Book VI of EO No. 292 (Administrative Code of 1987). The CAF sufficient to cover the cost of the contracted activities shall be contained in, and made part of, the duly signed contract of the contracting agency.

Hence, PRs and MRs which serve as basis of preparing Purchase Orders (POs) and other types of contracts to be entered into by the PCO should be accompanied by a CAF signed by both the Chief Accountant and Chief of the Budget Division before it could be processed, executed, and take into effect, as a form of internal control to ensure that expenses to be incurred are still within the available allotments and cash allocation.

Office	Budget Division	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	All PCO Offices/Units	
Checklist of Requirements		Where to Secure



1. Accomplished PR or duly signed MR from the requesting unit	To be prepared by the end-user
2. Approved Project Procurement Management Plan (PPMP) and Monthly Cash Program (MCP)	As submitted to the Budget Division by the offices/units concerned

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR/MR requesting for CAF	1. Receives the PR/MR from the end-user	None	1 minute	Budget Staff
None	2. Verifies from the PPMP and MCP if the items requested are provided therein. If not, return the PR/MR to the end-user. If yes, forwards the PR/MR to the Chief, Budget Division	None	2-4 minutes	Budget Staff
None	3. Signs under the "Certification as to Availability of Funds" in the PR/MR and forwards the PR/MR to the Budget Staff	None	2 minutes	Chief, Budget Division



2. Receives the processed PR/MR with signed CAF (after it is signed by the Chief Accountant)	4. Records the PR/MR in the logbook and transmits the same to the Accounting Division for signature of the Chief Accountant.	None	1 minute	Budget Staff
TOTAL		None	20 minutes	

Note: The Budget Division should transmit ORS and SDs received before 4:00 p.m. to the Office of the Assistant Secretary/Director for Administration within the day. ORS and SDs received after 4:00 p.m. will be transmitted to the said office the following working day.



Human Resource Development Division

Internal Services

1. REQUEST FOR SERVICE RECORD, CERTIFICATE OF EMPLOYMENT (COE), CERTIFICATE OF ENGAGEMENT, AND CERTIFICATE OF NO PENDING CASE

This service pertains to the preparation of Service Record, Certificate of Employment, Certificate of Engagement (COS), and Certificate of No Pending Case for active and separated Officials and Employees and Contract-of-Service (COS) personnel.

Office	Human Resource Development Division (HRDD)	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	Active and Separated Officials and Employees and Contract-of-Service (COS) personnel	
Checklist of Requirements		Where to Secure
1. Personnel request form (1 Electronic or Original copy)		Human Resource Development Division

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit a request form through email personnel@pco.gov.ph or send it as printed copy	1.1 Receive/Acknowledge request form;	None	5 minutes	Administrative Officer I, HRDD
None	1.2 Evaluate the request and check for the 201 file of personnel;	None	20 minutes	Administrative Officer I, HRDD
None	1.3 If service requested is Certificate of No Pending Case , HRDD shall prepare a memo for the Office of the Undersecretary for Legal Affairs for verification of any pending case;	None	20 minutes	Administrative Assistant IV Administrative
None	1.4 Once verified, the HRDD shall prepare the certification;	None	20 minutes	Administrative Assistant IV Administrative Assistant V HRDD



None	1.5 Endorse to the HR Team for verification of employee record	None	20 minutes	HRDD Team
None	1.6 Endorse to the Officer-in-Charge of HRDD for approval;	None	5 minutes	Officer-in-Charge of HRDD
None	1.7 Seal the document as proof of authenticity;	None	2 minutes	Administrative Assistant IV HRDD
None	1.8 Release the document requested and provide a Client Satisfaction Survey;	None	5 minutes	Administrative Assistant IV HRDD
None	1.9 Update the monitoring database for the Service Records, COE, and Certificate of No Pending Case; and	None	10 minutes	Administrative Assistant IV HRDD
2. Answer the Client Satisfaction Survey (CCSS)	2.0 Receive the CCSS.	None	2 minutes	Administrative Assistant IV



				HRDD
TOTAL		None	1 hour and 47 minutes	

2. REQUEST FOR CERTIFICATE OF REMAINING LEAVE BALANCE

This service pertains to the certification of the remaining leave balance for terminal leave processing and transfer of office purposes.

Office	Human Resource Development Division (HRDD)		
Classification	Simple		
Type of Transaction	G2G - Government to Government		
Who may avail	All PCO Officials and Employees		
Checklist of Requirements		Where to Secure	
1. Clearance form (CS Form 7, s. 2017) (1 Original copy or Electronic copy)		Requesting Party	
2. Personnel Request Form (1 Original copy or Electronic copy)		Requesting Party	



CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements through email (personnel@pco.gov.ph)	1.1 Receive/Acknowledge the submitted requirements;	None	2 minutes	Administrative Officer IV(HRMO II) HRDD
None	1.2 Check the leave balance of the requesting party;	None	20 minutes	Administrative Officer IV(HRMO II) HRDD
None	1.3 Prepare the certification and indicate the remaining leave balance – vacation leave credits and sick leave credits;	None	20 minutes	Administrative Officer IV(HRMO II) HRDD
None	1.4 Endorse the Certification to the Administrative Officer V (HRMO III) for approval;	None	5 minutes	Administrative Officer V(HRMO III) HRDD



None	1.5 Seal the document for authenticity purposes;	None	2 minutes	Administrative Assistant IV HRDD
None	1.6 Release the document though the same email thread provide a Client Satisfaction Survey;	None	5 minutes	Administrative Assistant IV HRDD
TOTAL		None	55 minutes	

3. PROCESSING OF SPECIAL ORDER, TRAINING FORMS, AND SPECIAL OBLIGATIONS CONTRACTS FOR TRAINING REQUESTS

The HRDD accommodates training invitations from different external providers and prepares necessary documentation for the PCO Officials and Employees who wish to participate thereto.

Office or Division:	Human Resource Development Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All PCOO] Officials and employees



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Request for preparation of Special Order(1 Electronic or Original copy) 2. Training Invitation (1 photocopy) 3. Memorandum (1 Electronic or Original copy) 4. Pre-Assessment Training Form (1 Original Copy) 5. Service Obligation Contract (2 Original Copies) 6. After Activity Report / Post Assessment Training Form (1 Electronic or Original Copy) 7. Approved Certificate of Availability of Funds (CAF) 8. Monthly Cash Program (1 Electronic or photocopy) 	<ol style="list-style-type: none"> 1. Requesting Party 2. Requesting Party 3. Requesting Party 4. Human Resource Development Division 5. Human Resource Development Division 6. Requesting Party / Human Resource Development Division 7. Requesting Party 8. Requesting Office

CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request addressed to the Undersecretary for Administration through the Director for Administration (adminandfinance@pco.gov.ph) copy furnished HRDD (personnel@pco.gov.ph)	1.1. Verify the completeness of the documents;	None	30 Minutes	Administrative Officer II HRDD



None	1.2 Prepare the Special Order indicating the list of participants on the specific training;	None	5 Minutes	Administrative Officer II HRDD
None	1.3 Endorse the Special Order to the OUOAF for approval;	None	1 hour	Administrative Officer II HRDD
None	1.4 Approve the Special Order;	None	3 hours	OUOAF
None	1.5 Endorse the Special Order to the Records Management Office for SO number;	None	1 hour	Office of the Undersecretary for Operations, Administration, and Finance
None	1.6 Designate a Special Order Number and disseminate through all PCO personnel;	None	3 hours	Records Management Office



None	1.7 Prepare Service Obligation Contract (SOC) for issuance to the participants and to be accomplished as End- User;	None	1 Hour	Administrative Officer II, HRDD
2. Revert to HRDD the accomplished SOC;	2.1 Receive and acknowledge the SOC for the approval of the Administrative Officer V (HRMO III);	None	2 Hours	Administrative Officer V (HRMO III), HRDD
	2.2 Endorse the SOC to the authorized signatories for approval;	None	4 Hours	Administrative Officer II, HRDD
3. Notarize the SOC and submit to the HRDD;	3.1 Acknowledge the SOC and include in the 201 files of the concerned personnel;	None	10 minutes	Administrative Officer II, HRDD
4. Accomplish the pre-assessment training form;	4.1 Receive and acknowledge the pre-assessment training form;	None	4 hours	Administrative Officer II, HRDD
5. Submit After Activity Report to HRDD, three (3) days after the training;	5.1 Receive and acknowledge the After Activity Report assess its content;	None	1 hour	Administrative Officer V (HRMO III), HRDD



6. Accomplish the Post-Assessment Form after three (3) to six (6) months of conduct of training.	6.1 Receive the post-assessment form and compare the result with the pre-assessment results;	None	1 day	Administrative Officer II, HRDD
None	6.2 Prepare an analysis report on training effectiveness.	None	3 days	Administrative Officer II Administrative Officer V (HRMO III), HRDD
TOTAL		None	6 days, 4 hours and 45 minutes	



Information and Communications Technology Division

External Service

1. POSTING OF THE IMPLEMENTING RULES AND REGULATIONS (IRR), REPUBLIC ACTS(RAS), AND THE IMPLEMENTING RULES AND REGULATIONS OF PRESIDENTIAL ISSUANCES:EXECUTIVE ORDERS (EOS) AND ADMINISTRATIVE ORDERS (AOS) ON THE OFFICIAL GAZETTE (OG) WEBSITE

Implementing Rules and Regulations of Republic Acts and Presidential Issuances: Executive Orders And Administrative Orders from other government offices other than the Office of the President, are allowed to be uploaded on the Official Gazette website: <https://www.officialgazette.gov.ph>.

Office	Information and Communications Technology Division	
Classification	Simple	
Type of Transaction	G2G - Government to Government; G2B - Government to Business; G2C - Government to Citizen	
Who may avail	Member of the Media organizations, students, researchers, national and local governments, private companies, and the general public.	
Checklist of Requirements		Where to Secure
1. Letter request to the Secretary (1 original copy)		Requesting Party



2. Document Subject of the Request (1 original copy)	
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request addressed to the Secretary of PCOO through email at osec.pco@gmail.com. The letter should be signed by the head of the requesting agency. Attach to the letter a digital PDF copy of the issuance to be uploaded.	1.1 The Office of the Secretary will acknowledge the email of the requesting party.	None	15 minutes	Osec Records Officer
None	1.2 The Office of the Secretary will review and approve the request and will forward it to the OUDMS and the Chief of ICT Division	None	15 minutes	Osec Records Officer
None	1.3 The Chief of the ICT Division will acknowledge the email and check the	None	10 minutes	Chief, ICTD



	completeness of the required documents.			
None	1.4 The Chief of the ICT Division will forward the email to the ICT staff for posting on the official Gazette website: https://www.officialgazette.gov.ph	None	10 minutes	Chief, ICTD
None	1.5 The ICT staff will inform the chief of the ICT Division Once the said issuance has been posted on the official gazette website: https://www.officialgazette.gov.ph website.	None	30 minutes	Information Technology Officer I, ICTD
None	1.6 The ICT chief will send a link to the Office of the Secretary as proof that the issuance has been posted on the said website.	None	10 minutes	Chief, ICTD



2. The requesting party shall provide the email address where PCOO will send the notification once the request is approved.	2.1 The Office of the Secretary will notify the requesting party, via email, that the issuance has been posted on the said website.	None	10 minutes	Osec Records Officer
TOTAL		None	1 hour and 40 minutes	

Internal Service

1. REQUEST FOR ICT TECHNICAL SUPPORT

Technical Support request from PCO employees for ICT hardware and software issues

Office	Information and Communications Technology Division		
Classification	Simple		
Type of Transaction	G2G - Government to Government		
Who may avail	PCO Officials and Employees		
Checklist of Requirements		Where to Secure	



1. Client request technical assistance through ticketing system via http://edptechsupport.pco.gov.ph/login	Requesting Party
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CLIENT STEP	PCO-OSEC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to ICTD ticketing system and fill out the form	1. Acknowledges receipt of request	None	10 minutes	Information Technology Officer I
None	2. Reviews Hardware or Software Issues, as the case may be	None	15 minutes	Information Technology Officer I
None	3. Conducts troubleshooting	None	30 minutes	Information Technology Officer I
None	4. Performs appropriate action and recommendation.	None	20 minutes	Information Technology Officer I



None	5. Evaluate the recommendation	None	10 minutes	Chief, ICT Division
TOTAL		None	1 hour and 25 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACKS AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the Client/Citizen Satisfaction Survey form via this link: https://forms.gle/jkPnYypHm3n4oH7K6



How feedback is processed	<p>The Administrative Officer checks the responses of the Client/Citizen Satisfactory Survey and records all feedbacks submitted and endorse the feedback to the Undersecretary for Good Governance for initial determination of the type of feedback (commendation, complaint, comment, or suggestion) and endorse to the concerned office/officials for appropriate action.</p> <p>Concerned office/unit are required to act on the feedback within three (3) working days from the receipt of the endorsement.</p> <p>For further inquiries and follow-ups, clients may send an email at generalservices@pco.gov.ph</p>
How to file complaint	<p>Answer the Client/Citizen Satisfaction Survey form via this link: https://forms.gle/jkPnYypHm3n4oH7K6</p> <p>Complaints can also be filed via email and sent to general_services@pco.gov.ph</p>
How complaints are processed	<p>The Administrative Officer checks the responses of the Client/Citizen Satisfaction Survey and records all feedbacks submitted and endorse the feedback to the Undersecretary for Good Governance for initial determination of the type of feedback (commendation, complaint, comment, or suggestion) and endorse to the concerned office/officials for appropriate action.</p>



	<p>Concerned office/unit are required to act on the feedback within three (3) working days from the receipt of the endorsement.</p> <p>For further inquiries and follow-ups, clients may send an email at generalservices@pco.gov.ph</p>
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LIST OF OFFICES

Office	Address	Contact Information
Presidential Communications Office (Main Office)	7 th Floor, Times Plaza, UN Avenue corner Taft Avenue, Ermita Manila	8733-12-06
Presidential Communications Office (Malacañang)	First Residence, J.P. Laurel St., San Miguel, Manila	8735-58-23
Presidential Communications Office (Malacañang)	Little President, J.P. Laurel St., Sa Miguel, Manila	